RESOURCEONE
ADMINISTRATORS GUIDE

Version 3.80.1

September 2016

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INTRODUCTION

This guide describes the administrative features of ResourceOne, and provides detailed instructions for performing ResourceOne administrative functions. It is intended as a supplement to the ResourceOne Users Guide.

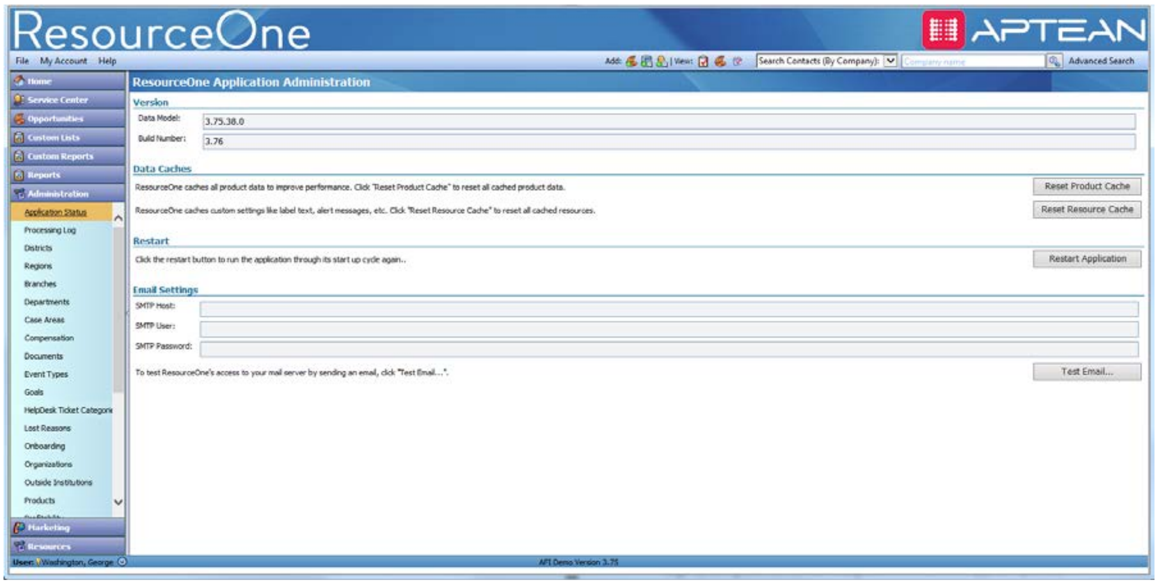
Before you begin to use the Administrative Features you should first read the Introduction Section of the User's Guide, covering the following information:

1. What is ResourceOne?
2. Setting Up Your Internet Browser
3. Logging In To ResourceOne
4. Logging Out of ResourceOne
5. Main Menu Layout
6. ResourceOne Home Dashboard

Please be sure to make the necessary setting changes in your Internet Browser as described in the User's Guide before you begin using the Administrative features of ResourceOne.

ADMINISTRATION

The Administration section of ResourceOne is only accessible by Users that have administrative permissions. You can create multiple levels of administration by creating new roles and granting varying features within administration to each new role. This is a common practice and allows you to delegate work.



MAIN ADMINISTRATOR MENU

Summary of Administrative Features

Application Status

The Application Status feature provides options to reset certain ResourceOne caches and the application itself. On this page you will also see the current version of ResourceOne installed at your organization. This information is found in the "Build Number" field located in the upper left of the page.

Processing Log

The Processing Error Log in ResourceOne will list data that did not process successfully in the update job. This page will identify when the error occurred, what type of error, the account number related to the error (if applicable), the product code related to the error (if applicable), the employee code tied to the error (if applicable), the customer number, and the data file. For more detail information about the errors listed on this page please reference the "ResourceOne Error Log Guide."

Districts
This feature lists all the districts that the financial institution has entered into ResourceOne. You can add, edit or inactivate districts.

Regions
This feature lists all the regions that the financial institution has entered into ResourceOne. You can add, edit or inactivate regions.

Branches
This feature lists all the branches that the financial institution has entered into ResourceOne. You can add, edit or inactivate branches.

Departments
The Departments link displays a list of all Departments for your organization. Departments are used to further group your employees and can also be used to grant access to queues and run reports.

Case Areas (Service Center)
This feature allows you to add categories and subcategories for Case Management, such as Check Card Inquiries (category) and Lost Card (subcategory).

Compensation
The Compensation screen allows you to Add, Review and Delete any compensation plans created for a specific Role, Branch or Employee.

Documents
The Documents screen allows you to display documents through ResourceOne to your users. The documents are organized by department. Documents can also be deleted from this screen. An example of a document would be compliance or training materials.

Event Types
This feature allows you to add, edit, or delete the events in the standard list of Event Types.

Goals
This feature allows you to assign goals to users by role, employee or branch. This page will also allow you to view, edit and inactivate existing goals.

Help Desk Ticket Categories
This feature allows you to create new categories to use when creating Help Desk tickets. These categories will help define the nature of the ticket.

Lost Reasons
When a pipeline opportunity is set to "Lost Lead," ResourceOne requires you add a "reason why" on the pipeline. On this page you can create, deactivate and sort Lost Reasons that will populate the Lost Reason dropdown list on the pipeline page.

Onboarding
Onboarding functionality distributes events, notes or tasks to an account owner or queues by creating a series of triggers.

Organizations
Edit the contact information and Welcome Message for your institution. You can also modify some organizational level settings.

Outside Institutions
This feature allows you to add to add, edit, or delete any of the institutions listed in the Outside Institutions dropdown. This dropdown is used by employees when they have identified an account owned by a competing institution. The account can be added to the Outside Accounts area of the contact profile tab

Products
All products on your core system must be kept up to date in ResourceOne by using the Products feature. Make sure you use the exact product ID from your core when you create a product in ResourceOne. If you add products that are not integrated to your core, you still need to provide a product ID. The product ID for a non-integrated product can be any alpha-numeric string, as long as it is unique.

Profitability (optional module)
Administrators can define FTP rates for products and product types along with identifying the expense for each product and service. This information is then used in the monthly calculation of contact and account profitability.

Queues
Building queues gives your organization control over how referrals are routed. Queues dictate which users can claim specific referrals based on a product selected. It is within this feature of ResourceOne that administrators can create and modify queues.

Relationships
This feature allows you to define and manage a list of possible relationship codes that come from your core system and define the different ways in which a customer can relate to an account. Once your relationships are defined and mapped from the core, users will see the additional relationships on production accounts for a given customer such as Signor, Underwriter, Guarantor, etc.

NOTE: Your extracts must be provided in an "Expanded Relationship" format. Contact CoreTrac Support for more information.

Referral Sources
This feature allows you to manage a list of possible referral sources that your users can select when creating a referral or pipeline. This allows your organization to identify from where new business is being generated.

Roles
This page displays all roles that have been created for your institution. From this page you can create, edit, and deactivate roles. You can also assign permissions to roles and review the users assigned to a role. Some permissions of ResourceOne will allow you to view pages for other users, such as reports. Permission details must be set for the role in order to grant users this access. An example is to allow users in a role the ability to see all employees or only subordinates on a report.

Sales Stages
When users work on their opportunities they can edit their pipelines to indicate the sales stage. By having users edit this field management will be able to run pipeline reports and see these details. This page allows administrators to create, deactivate, and sort Sales Stages that will populate the Sales Stages dropdown list on the edit pipeline page.

User Defined Labels
This feature provides administrators with an option to re-label the name of "Regions" and "Districts".

Training Modules (optional module)
This feature shows all the names of the training modules, the PDF or Microsoft Word file, the month in which the training module is to be scheduled, and whether the module is active or not.

Training Scores (optional module)
This section allows you to edit or view the training scores for an employee.

Transfer Activities
This feature allows you to transfer a user's activities such as pipelines and production accounts to another user within this feature. This can be helpful when the user is no longer an employee. You can transfer production and lost accounts, but only for products that are not integrated to your core.

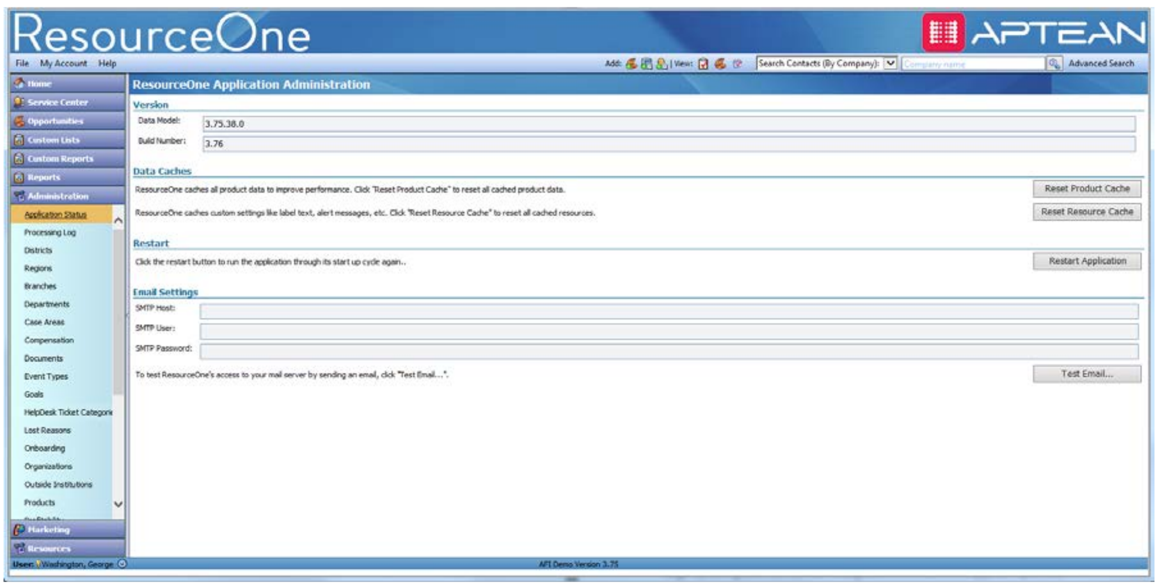
Unmatched
The unmatched screen will display all users that have any unmatched items. From this page you can complete any unmatched accounts for a user.

Users

This feature displays all the ResourceOne users for the institution. You can add, edit, and delete users from this page. Also, if you would like to customize the rights, or permissions, for a particular user in a given role, you can do that on the user's page. **NOTE:** If you customize a user's permissions, future changes to the standard role will not affect this user.

APPLICATION STATUS

The Application Status feature provides options to reset certain ResourceOne caches and the application itself.



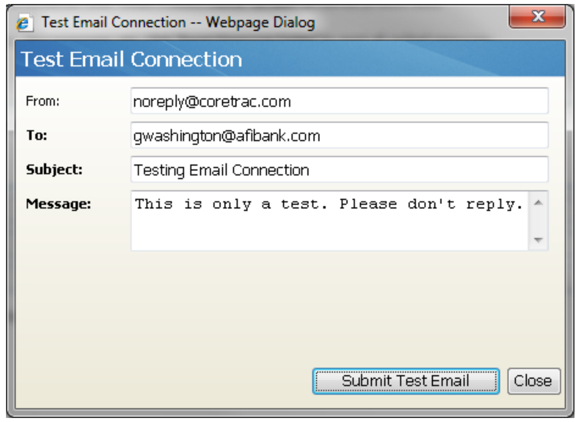
This page includes four options:

Reset Product Cache – While administrators have access to this feature this button is for internal CTI use only.

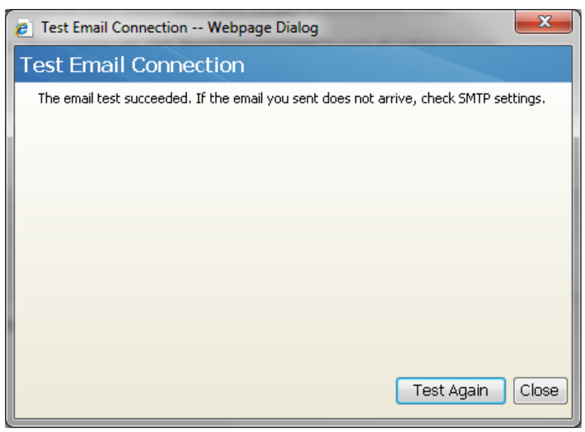
Reset Resource Cache – While administrators have access to this feature this button is for internal CTI use only.

Restart Application – NOTE: Selecting this button will reset the application and require all users to sign in to the application again if your organization is not using Single Sign On. The "Restart Application" will be used when the dashboard message is modified or the Qualified or Conditional checkbox settings are changed using the Administration>Organization feature. For more information on modifying these settings please see the "Organization" section of this document.

Test Email – This is used by CTI when testing the email notification set up. However, you may test this whenever necessary to determine that the email notification is functioning properly. If you select this button the following screen will display:

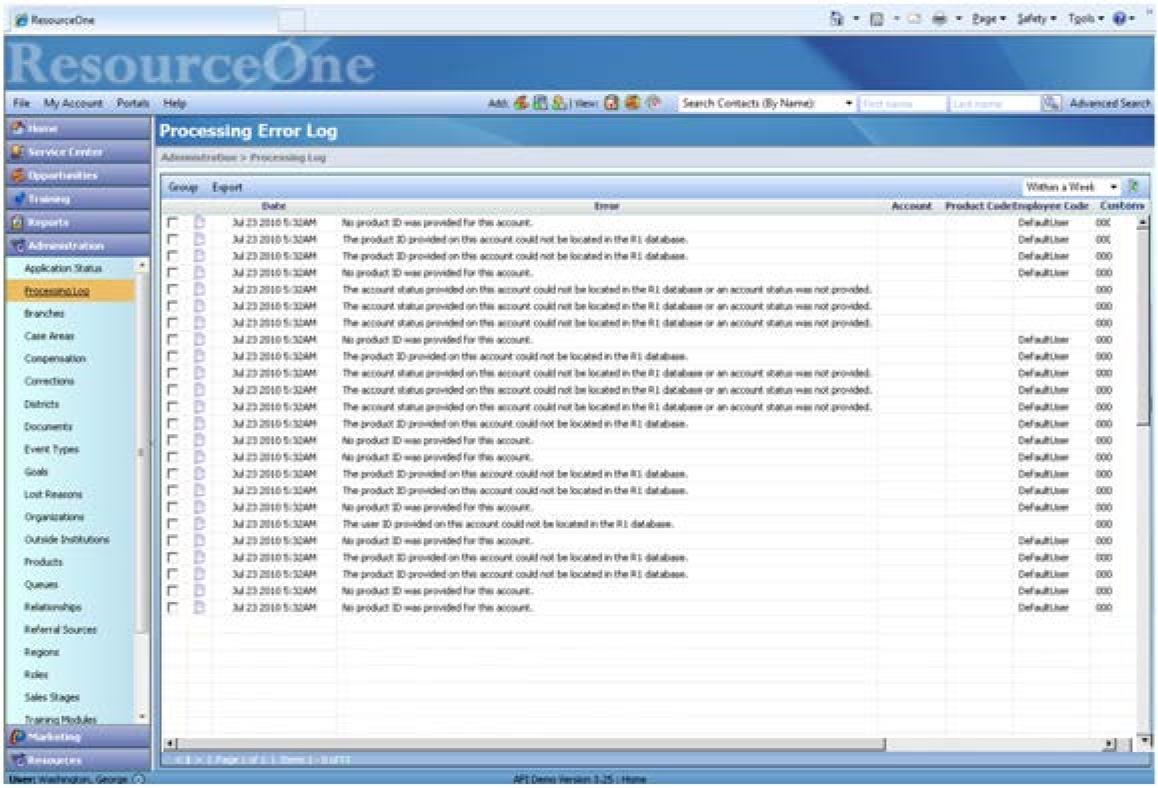


The Test Email Connection box will include an address that the email is sent from, your email address, the subject, and a brief message. Once the “Submit Test Email” button is selected, the test email should appear in your Inbox and the following dialogue box will open in ResourceOne:



PROCESSING ERROR LOG

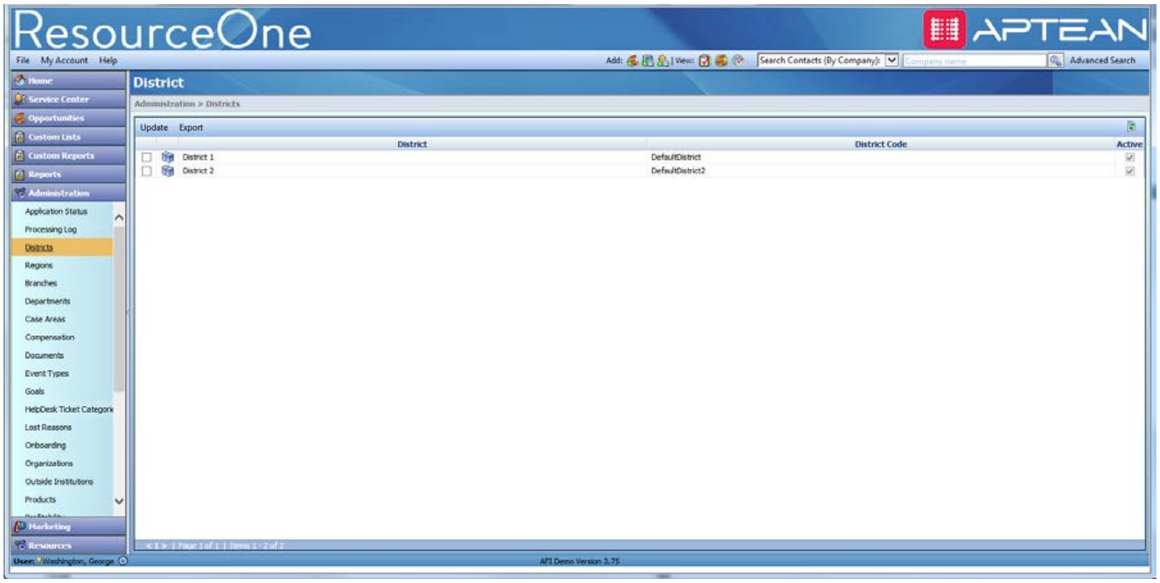
The Processing Error Log in ResourceOne will list data that did not process successfully in the update job. This page will identify when the error occurred, what type of error, the account number related to the error (if applicable), the product code related to the error (if applicable), the employee code tied to the error (if applicable), the customer number, and the data file. For more detail information about the errors listed on this page please reference the “ResourceOne Error Log Guide.”



Districts

Districts are used to group Regions and this page displays a list of any district created for your organization. Most of the standard reports will also provide an option to use the District as a parameter.

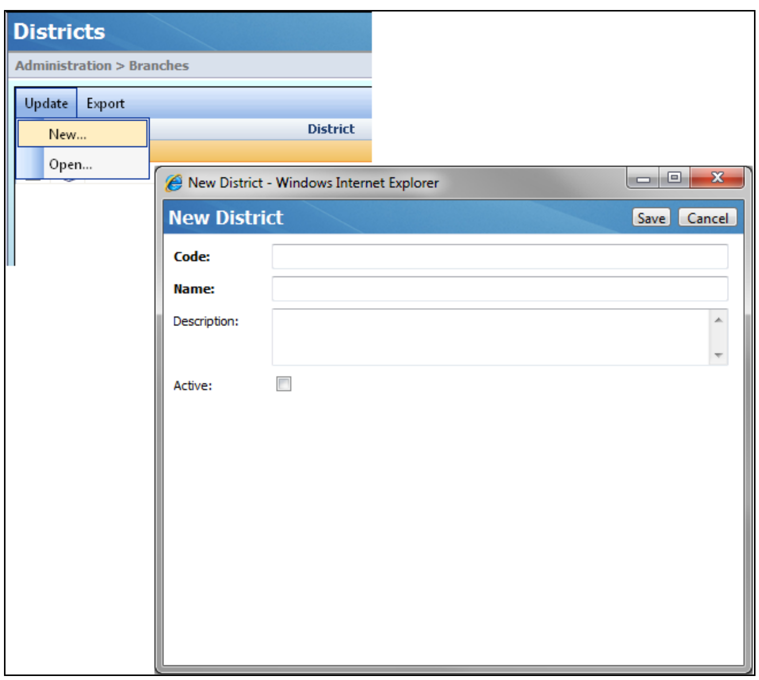
- In this section you can add a new district by selecting the Update>New… menu option.
- Existing district details can be edited by highlighting and selecting the appropriate district icon or selecting the checkbox and using the Update menu to “Open…” This will reveal a form pre-filled with the selected district's data. You can also group or export a list using the menu options on this page.
- Districts can be removed from or added to reports by deselecting or selecting the Active checkbox, respectively, at the bottom of the data form and clicking the "Save" button.



ADD A DISTRICT

To add a new district:

1. Under **Administration**, click **Districts**.
2. On the main **Districts** window select the Update menu and "New…" The *New District* screen is displayed.



3. Enter the Code. This is the unique identifier for this district – the district code. THIS IS A REQUIRED FIELD.
4. Enter the Name of the district. THIS IS A REQUIRED FIELD.

5. Enter a description.

6. Select Active or Inactive using the checkbox.

7. Click SAVE.

Viewing or Editing an Existing District

1. To view and/or edit a District in ResourceOne:

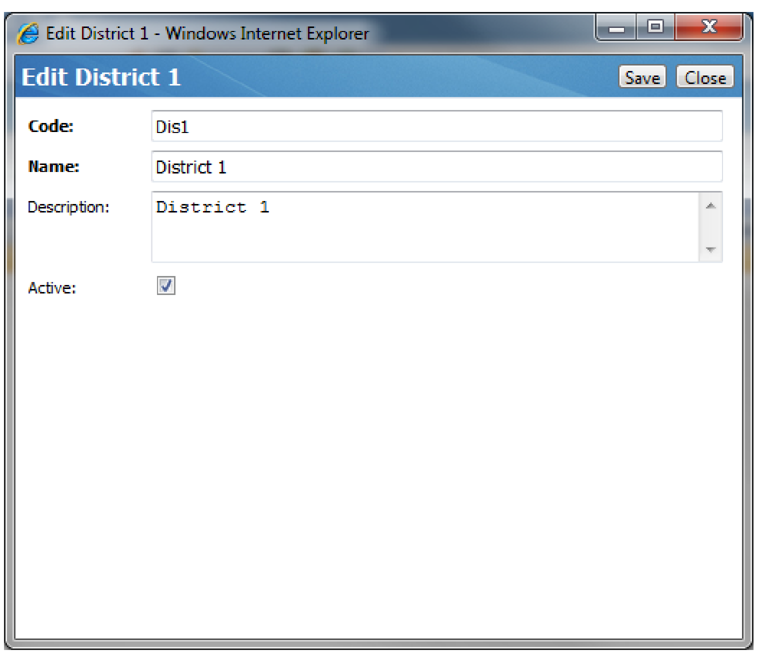
2. Under Administration, click Districts.

3. From the Districts main screen, select the district you want to view or edit by single clicking the district icon or selecting the checkbox next to the district and using the "Update>Open…" menu. This will bring up the Edit District <District Name> screen.

4. Make any necessary changes.

5. Click SAVE.

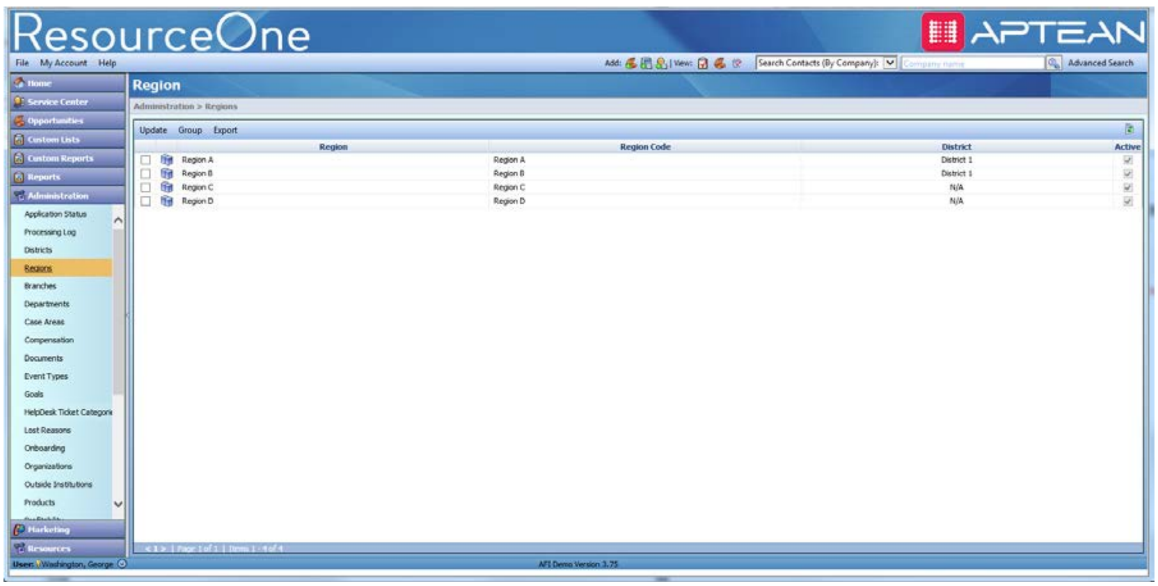
6. You will be returned to the District's main screen where you can see this edited district in the display list.



REGIONS

The Regions feature displays a list of all Regions for your organization. In this section you can:

- Add a new Region by selecting Update>New… menu option.
- Existing Region details can be edited by highlighting and clicking the appropriate Region icon or selecting the checkbox and using the Update menu to "Open…" This will reveal a form pre-filled with the selected Region's data. You can also group or export a list using the menu options on this page.
- Regions can be removed or added to reports by deselecting or selecting the Active checkbox, respectively, at the bottom of the data form and clicking the "Save" button.

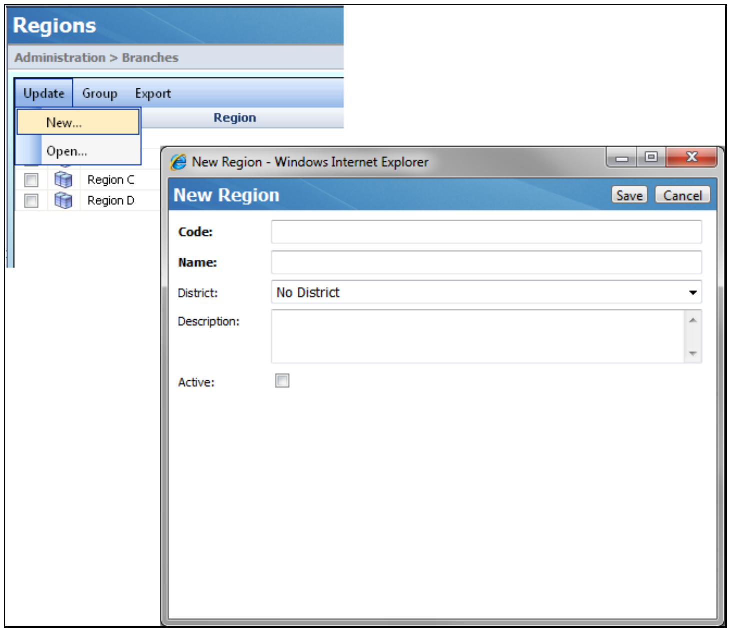


ADD A REGION

To add a new Region:

1. Under Administration, click Regions.

2. On the main Regions window select the Update menu and "New…" The *New Region* screen is displayed.



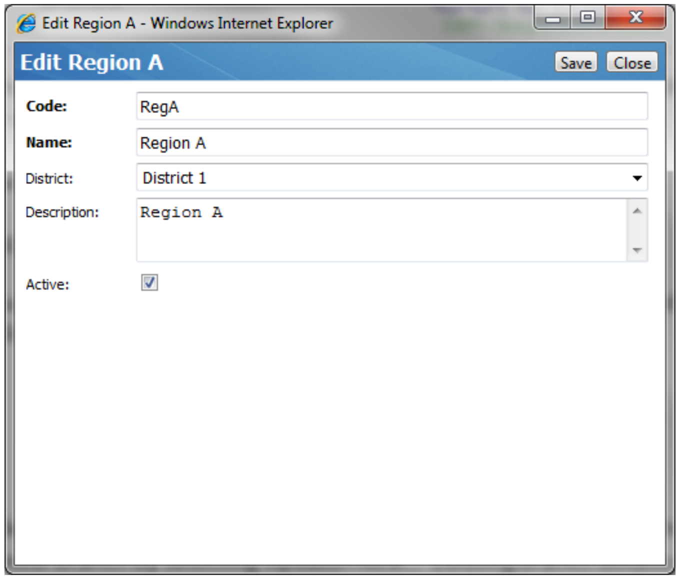
1. Enter the Code. This is the unique identifier for this Region – the Region code. THIS IS A REQUIRED FIELD.
2. Enter the Name of the Region. THIS IS A REQUIRED FIELD.
3. Identify which District the Region is assigned to.
4. Enter a description.
5. Select Active using the checkbox or leave blank if Inactive.
6. Click SAVE.

Viewing or Editing an Existing Region

To view and/or edit a Region in ResourceOne:

1. Under Administration, click Regions.
2. From the Regions main screen, select the region you want to view or edit by single clicking the region icon or selecting the checkbox next to the region and using the "Update>Open…" menu. This will bring up the Edit Region <Region Name> screen.
3. Make any necessary changes.
4. Click SAVE.

You will be returned to the Region's main screen where you can see this edited region in the display list.


Edit Region A - Windows Internet Explorer
Edit Region A
Save
Close
Code:
RegA
Name:
Region A
District:
District 1
Description:
Region A
Active:

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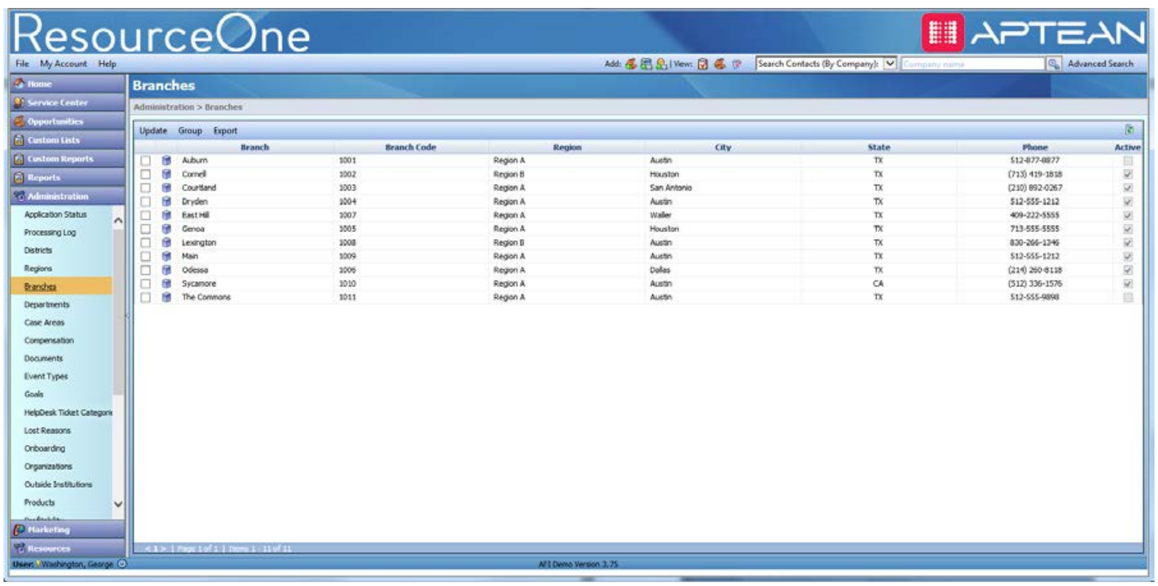
Branches

The Branches link displays a list of all branches for your organization. In this section you can:

- Add a new branch by selecting Update>New… menu option.
- Existing branch details can be edited by highlighting and clicking the appropriate branch icon or selecting the checkbox and using the Update menu to "Open…" This will reveal a form pre-filled with the selected branch's data. You can also group or export a list using the menu options on this page. Branches can be removed from or added to user visibility by deselecting or selecting the Active checkbox, respectively, at the bottom of the data form and clicking the "Save" button.



Adding a New Branch

To add a new branch:

1. Under Administration, click Branches.

2. On the main Branches window select the Update menu and "New…" The Add Branch screen is displayed.

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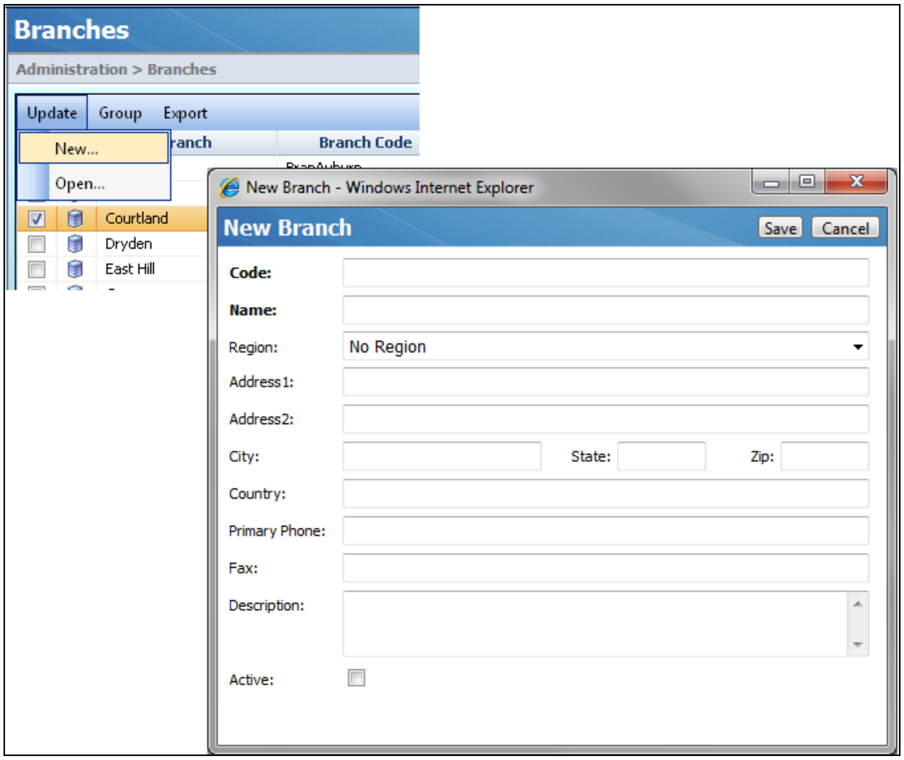


3. Enter the Code. This is the unique identifier for this branch – the branch code. THIS IS A REQUIRED FIELD.
4. Enter the Name of the branch. THIS IS A REQUIRED FIELD.
5. Identify the Region the Branch is assigned to.
6. Enter the branch Address information, City, State, Zip, and Country.
7. Enter the Primary Phone and Fax numbers for the branch.
8. Enter a description. This can be directions to this branch from the main branch, or just the nearest crossroads to the branch. Some organizations list the names of the officers at the branch to make it easier to find contact information.
9. Select Active or Inactive. If you want users to be able to see this branch in drop down lists for reports or for sending referrals you will make this branch Active. Making the branch Inactive removes it from view on drop down lists, but leaves it available to be associated with historical user, account or activity records. THIS IS A REQUIRED FIELD.
10. Click SAVE.

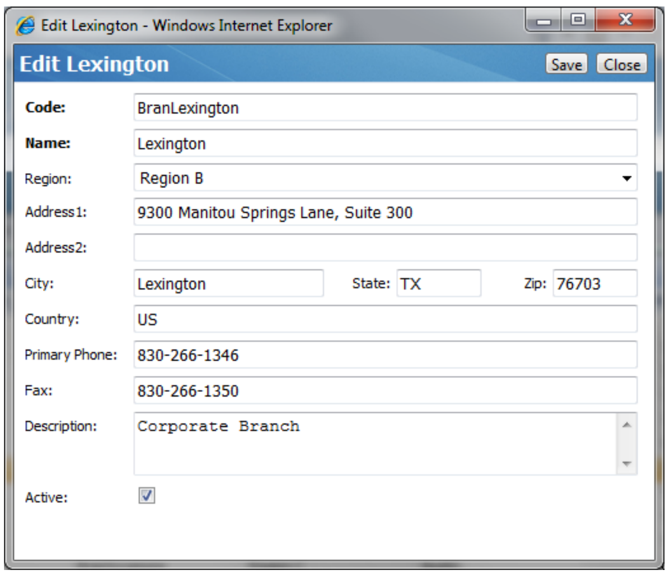
You will now be able to see the new branch in the listing on the **Branches** main screen.

VIEWING OR EDITING AN EXISTING BRANCH

To view and/or edit a Branch in ResourceOne:

1. Under Administration, click Branches.
2. From the Branches main screen, select the branch you want to view or edit by single clicking the branch icon or selecting the checkbox next to the branch and using the “Update>Open…” menu. This will bring up the View Branch screen.
3. Make any necessary changes.
4. Click SAVE.

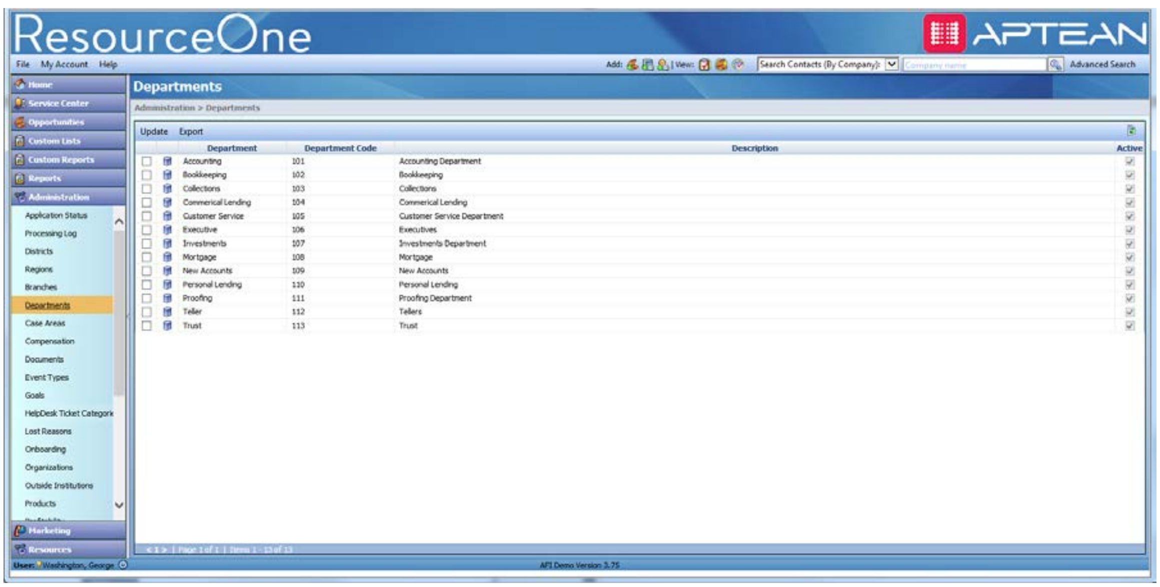
You will be returned to the **Branches** main screen where you can see this edited branch in the displayed list.



DEPARTMENTS

The Departments link displays a list of all Departments for your organization. Departments are used to further group your employees and can also be used to grant access to queues and run reports. In this section you can:

- Add a new Department by selecting Update>New… menu option.
- Existing Department details can be edited by highlighting and clicking the appropriate Department icon or selecting the checkbox and using the Update menu to "Open…" This will reveal a form pre-filled with the selected Department's data. You can also group or export a list using the menu options on this page.
- Departments can be removed or added to reports by deselecting or selecting the Active checkbox at the bottom of the data form and clicking the "Save" button.

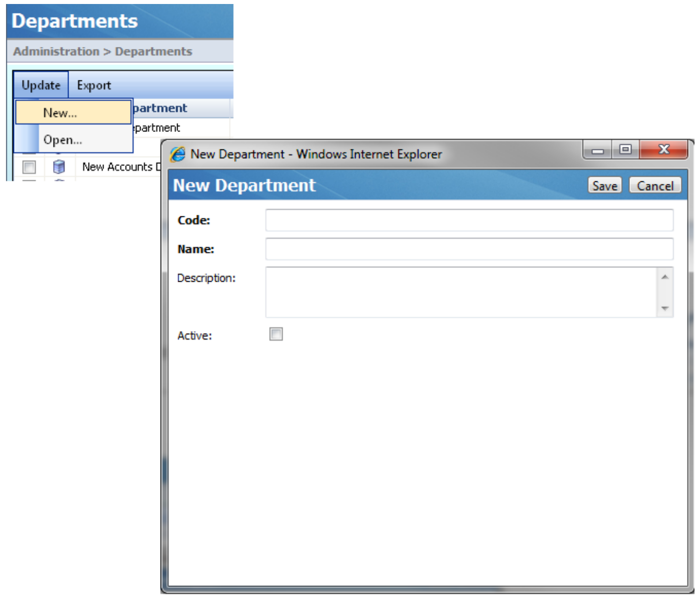


ADD A DEPARTMENT

To add a new Department:

1. Under **Administration**, click **Departments**.

2. On the main **Departments** window select the Update menu and "New…" The New Department screen is displayed.



3. Enter the Code. This is the unique identifier for this Department – the Department code. THIS IS A REQUIRED FIELD.

4. Enter the Name of the Department. THIS IS A REQUIRED FIELD.

5. Enter a description.

6. Select Active using the checkbox or leave blank if Inactive.

7. Click SAVE.

VIEWING OR EDITING AN EXISTING DEPARTMENT

To view and/or edit a Department in ResourceOne:

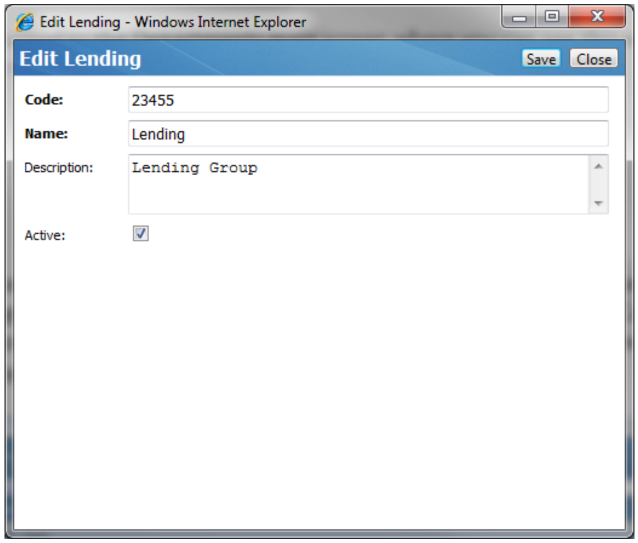
1. Under Administration, click Departments.

2. From the Departments main screen, select the department you want to view or edit by single clicking the department icon or selecting the checkbox next to the department and using the “Update>Open…” menu. This will bring up the *Edit* <Department Name> screen.

3. Make any necessary changes.

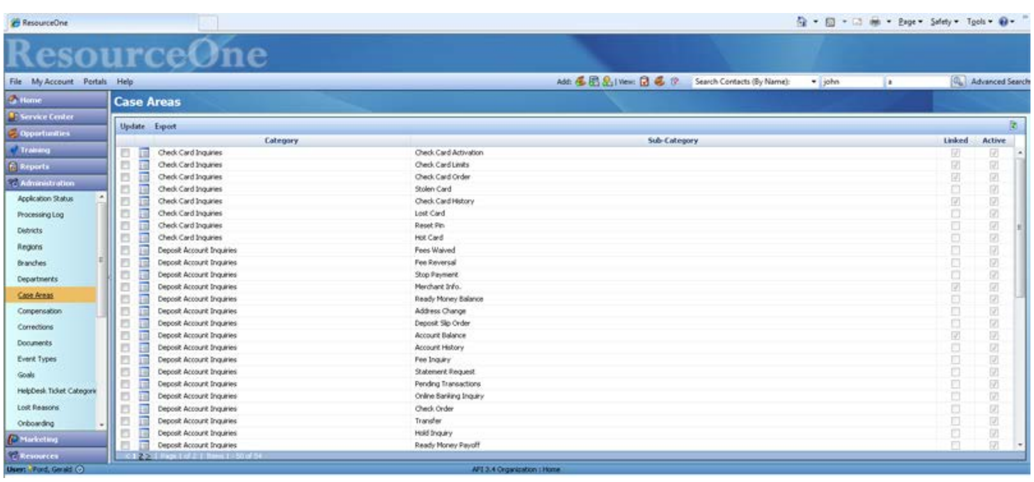
4. Click SAVE.

You will be returned to the Departments main screen where you can see this edited department in the display list.



Case Areas

The Administration>Case Areas feature will allow you to add new Case Categories and Case Subcategories. You may also edit Case Subcategories. Selecting Case Categories and Subcategories is required when building cases in ResourceOne and are designated to define the type of service case.



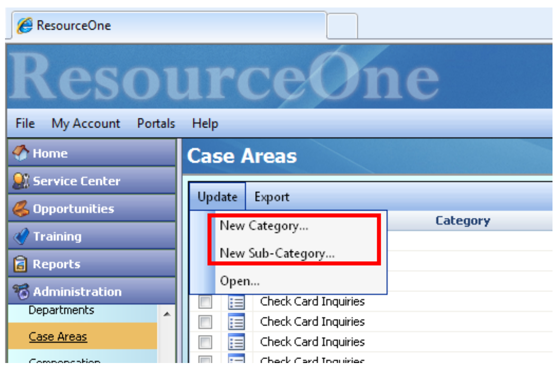
On the main page you will find:

- Category – the name of the parent category
- Subcategory – the subcategory linked to the parent category
- Linked – this identifies if the subcategory is currently used or "linked" to a service case
- Active – is the subcategory active or inactive

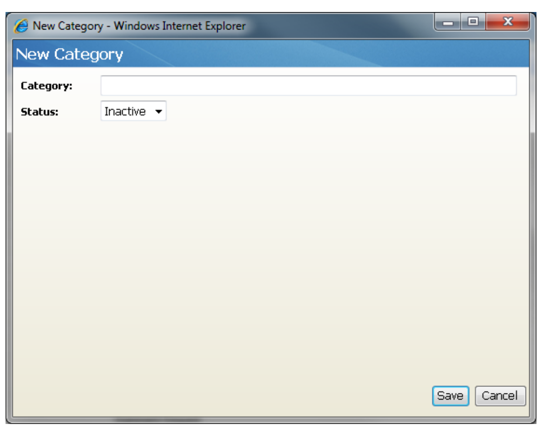
Add a New Category/Subcategory

To add a new Category or Subcategory:

1. Select the Case Areas link from the Administration menu.
2. Using the Update menu select the appropriate link to add a new category or subcategory.

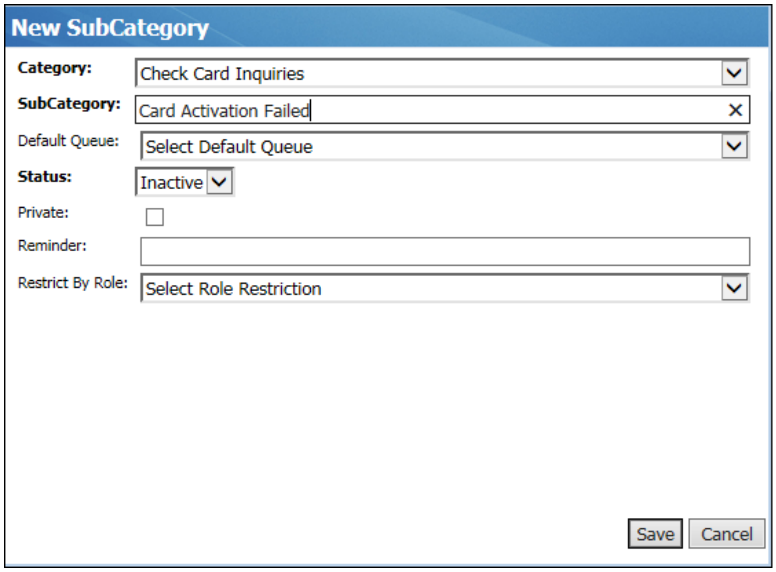


3. If you choose "New Category…" which is the root of the case categories, the following window will display.



   a. Category – enter the name of the category
   b. Status – select whether the category is Active or Inactive
   c. Select Save

4. If you choose the "New Subcategory…" the following window will appear.

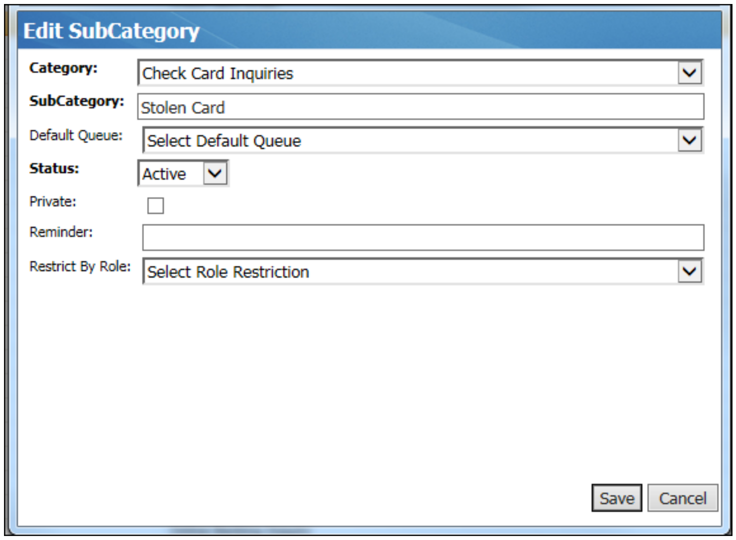


a. Category – Select the correct category that your subcategory should fall within
b. Subcategory – Create a name for you subcategory
c. Status – Select whether your subcategory is Active or Inactive
d. Private – Select this checkbox, to grant/restrict permission to mark notes as Private.
e. Restrict By Role – Select a role from this menu list, to restrict the case notes visibility.
f. Select Save

Edit a Subcategory

To edit a subcategory:

1. Select the Case Areas link from the Administration menu.
2. Select the correct subcategory from the list, the Edit Subcategory screen will appear.



a. Category – use this dropdown to re-categorize your sub-category
b. Subcategory – you can rename your subcategory
c. Status – you can change the Active or Inactive status of your subcategory
d. Restrict By Role – You can change a role for the case notes visibility restriction.

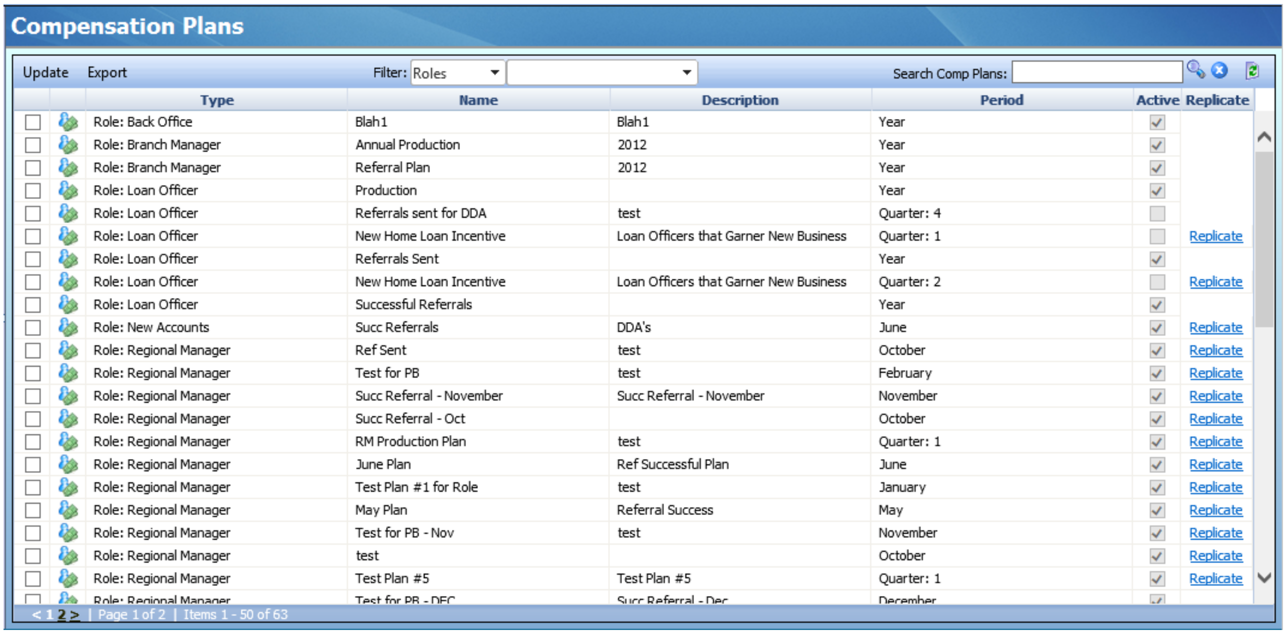
NOTE: Any changes that need to be applied to your Categories will need to be directed to CoreTrac Support (support@coretrac.com).

Compensation

ResourceOne allows you to establish compensation plans for your users. Plans can be created for roles, employees or branches. The Compensation system is similar to Goals in structure but they serve two different purposes. The Goals system is tracking a percentage of performance against a fixed target (e.g. "Bring in 10 Successful Referrals this month"), while Compensation establishes rules that are used to pay employees incentive or commission-based bonuses. You can create three types of compensation plans: Role, Employee, and Branch based plans.

Compensation Plans

A compensation plan contains a collection of compensation details that allow a user or a branch to earn bonus pay.



Compensation Plans

Update Export Filter: Roles Search Comp Plans:

	Type	Name	Description	Period	Active	Replicate
	Role: Back Office	Blah1	Blah1	Year	✓	
	Role: Branch Manager	Annual Production	2012	Year	✓	
	Role: Branch Manager	Referral Plan	2012	Year	✓	
	Role: Loan Officer	Production		Year	✓	
	Role: Loan Officer	Referrals sent for DDA	test	Quarter: 4		
	Role: Loan Officer	New Home Loan Incentive	Loan Officers that Garner New Business	Quarter: 1		Replicate
	Role: Loan Officer	Referrals Sent		Year	✓	
	Role: Loan Officer	New Home Loan Incentive	Loan Officers that Garner New Business	Quarter: 2		Replicate
	Role: Loan Officer	Successful Referrals		Year	✓	
	Role: New Accounts	Succ Referrals	DDA's	June	✓	Replicate
	Role: Regional Manager	Ref Sent	test	October	✓	Replicate
	Role: Regional Manager	Test for PB	test	February	✓	Replicate
	Role: Regional Manager	Succ Referral - November	Succ Referral - November	November	✓	Replicate
	Role: Regional Manager	Succ Referral - Oct		October	✓	Replicate
	Role: Regional Manager	RM Production Plan	test	Quarter: 1	✓	Replicate
	Role: Regional Manager	June Plan	Ref Successful Plan	June	✓	Replicate
	Role: Regional Manager	Test Plan #1 for Role	test	January	✓	Replicate
	Role: Regional Manager	May Plan	Referral Success	May	✓	Replicate
	Role: Regional Manager	Test for PB - Nov	test	November	✓	Replicate
	Role: Regional Manager	test		October	✓	Replicate
	Role: Regional Manager	Test Plan #5	Test Plan #5	Quarter: 1	✓	Replicate
	Role: Regional Manager	Test for PB - DEC	Succ Referral - Dec	December	✓	

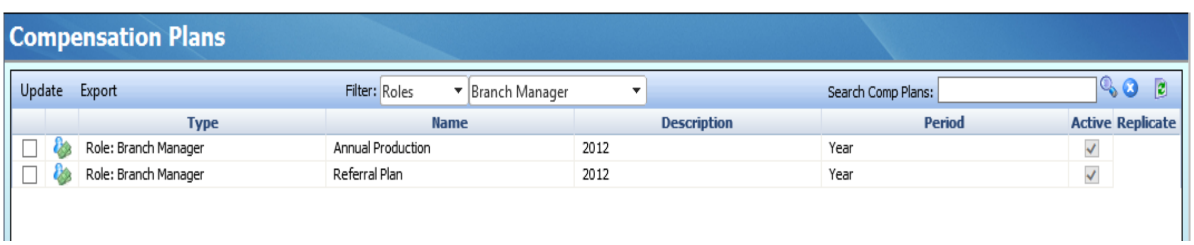
< 1 2 > | Page 1 of 2 | Items 1 - 50 of 63

NOTE: Compensation plans automatically carry over to subsequent years. For example, if you create a Q3 2012 compensation plan for successful referrals, that plan will not apply as of Q4 of 2012. When Q3 of 2013 comes, however, the plan will re-activate itself. This rule applies to all plans regardless of period type: month, quarter or year.

TO CREATE A ROLE OR BRANCH BASED COMPENSATION PLAN:

The example below creates a Role Based Compensation plan, but you can follow the same steps to create a Branch Based Compensation plan, with the exception of Step 1 in which you would select "Branches" instead of "Roles" to create a branch based plan.

1. Click on **Administration>Compensation**, and select the **Roles** for the Filter Section in the center of the toolbar.
2. In the **Roles** dropdown, in the center of the screen, select the role for which you wish to create a compensation plan. In the picture, the "Branch Manager" role is selected.

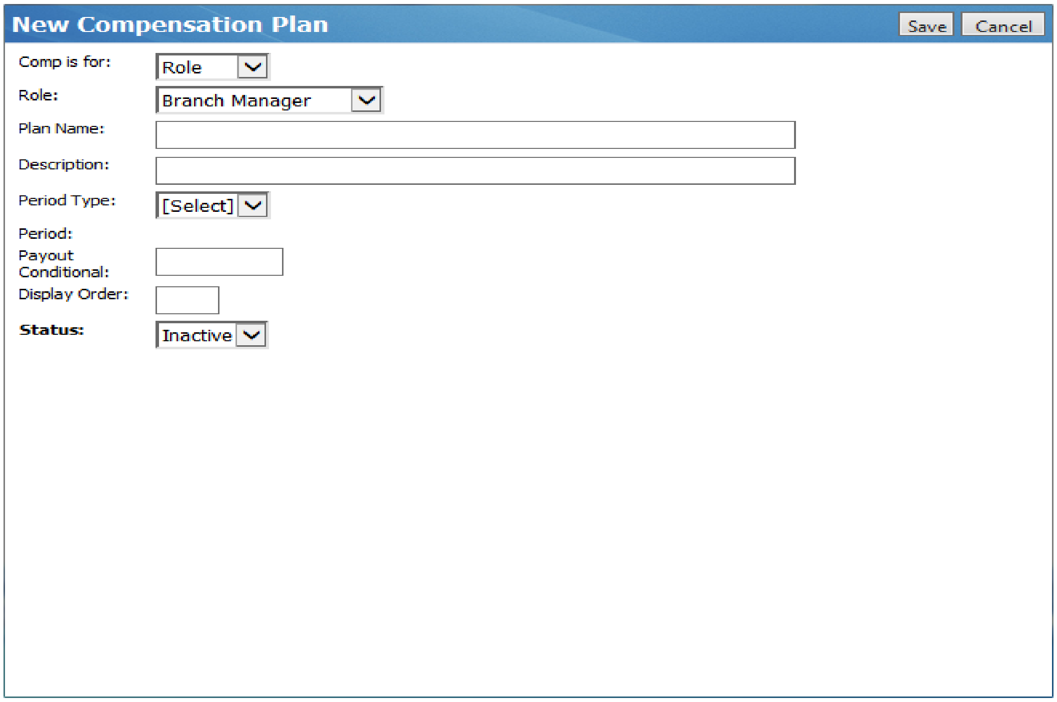


Compensation Plans

Update Export Filter: Roles Branch Manager Search Comp Plans:

	Type	Name	Description	Period	Active	Replicate
	Role: Branch Manager	Annual Production	2012	Year	✓	
	Role: Branch Manager	Referral Plan	2012	Year	✓	

3. Click **Update** and then "New…" from the tool bar.
4. Enter the Plan Name. **THIS IS A REQUIRED FIELD.**



5. Enter a Description for the plan.
6. Select the Period Type for which the plan applies. Your choices are Year, Quarter and Month. **THIS IS A REQUIRED FIELD.**
7. The "Payout Conditional" field indicates the minimum amount that must be earned from this plan before the payout occurs. Zero is an acceptable value. For instance, if you set a Payout Conditional of $500, a user would have to accumulate equal to or greater than $500 to get any payout. An accumulated amount of $499 would yield no payout. An accumulated amount of $525 would yield a total payout of $525.
8. Enter a Display Order value. This field determines the display order for multiple plans on the Opportunities>Performance screen. All plans for a given user and that user's branch will display on the Opportunities>Performance screen. The values entered should be greater than or equal to 1.
9. Click the Save button.

   To begin adding compensation details (or rules under which an employee can earn compensation) skip to the next section "Compensation Details". Or, to learn how to add a compensation plan for a specific employee, continue reading.

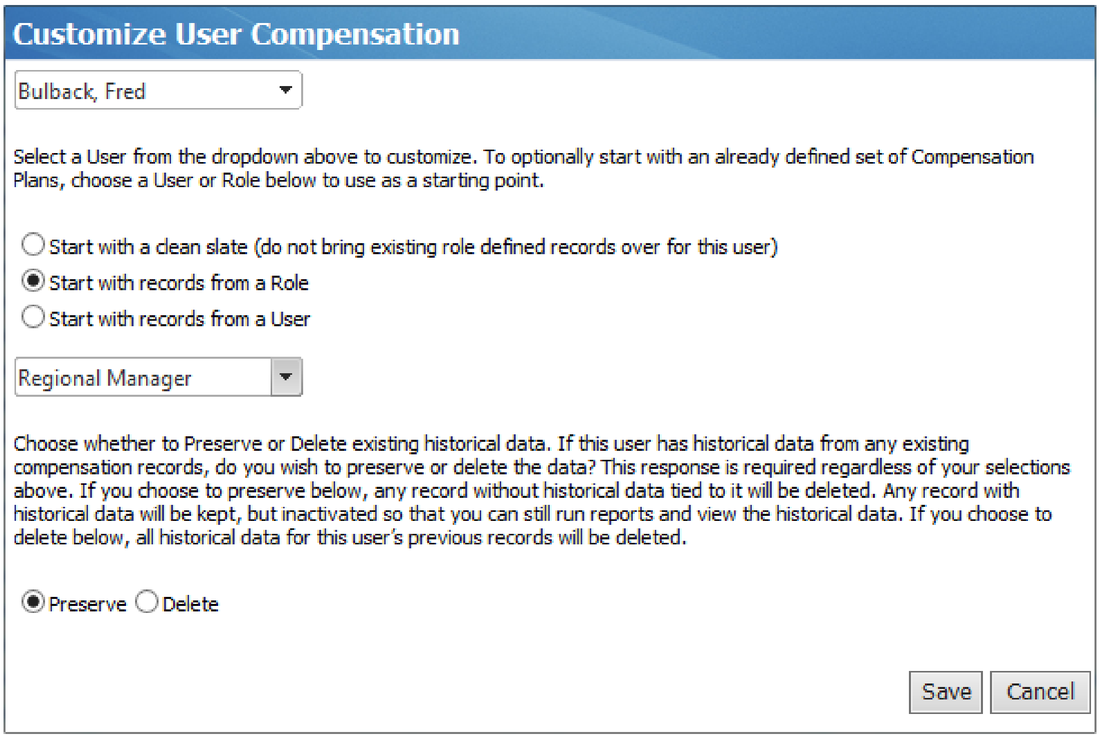
To Create an Employee Based Compensation Plan:

1. Click on **Administration>Compensation**, and select **Update** in the tool bar and select "Customize User…" from the drop down.

2. In the **Users** dropdown, on the left side of the screen, select the employee for which you wish to create a compensation plan. “Fred Bulback” has been selected in this picture.

If you want this user to continue having only role-based compensation, select **Start with records from a Role**. If you wish to modify this user outside of the normal role-based compensation, you have the following options:

Step 1 - Selecting to "Start with a clean slate", allows you to remove existing compensation plans and create **Custom Compensation** plans from scratch.



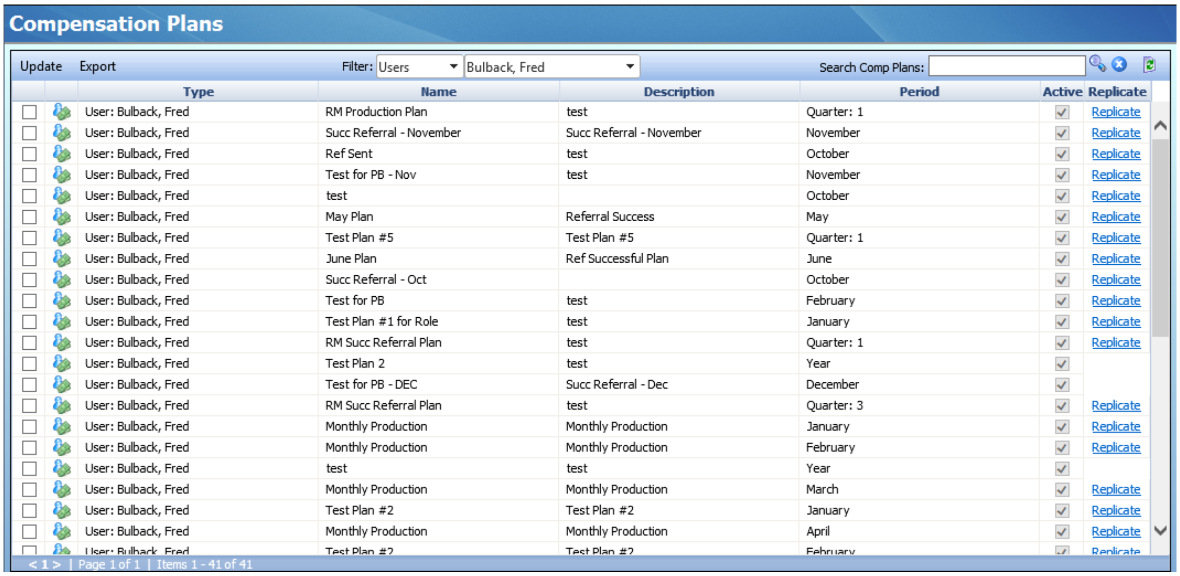
Or…

Step 1 - You can select to replicate a current Role or User's compensation plan for the selected user.

Step 2 - This step allows you to Preserve or Delete any historical data that the selected user has in the system. For example, if this user has had a role based compensation plan for several months and during that time has accumulated months’ worth of compensation. If you want to be able to keep this data for future reports and payment, you will need to select Preserve. This step is required regardless of the selection made in Step 1.

Step 3 - Click On the "Save" button.

Now the screen displays whichever plans you opted for (plans of another role, user, or no plans). This user is now set to **Custom Compensation** and you can modify this users plan if necessary. You can change this user back to role-based compensation by editing the user's info on the **Administration> Users** screen


Compensation Plans

Update Export Filter: Users Bulback, Fred Search Comp Plans:

Type	Name	Description	Period	Active	Replicate
User: Bulback, Fred	RM Production Plan	test	Quarter: 1	✓	Replicate
User: Bulback, Fred	Succ Referral - November	Succ Referral - November	November	✓	Replicate
User: Bulback, Fred	Ref Sent	test	October	✓	Replicate
User: Bulback, Fred	Test for PB - Nov	test	November	✓	Replicate
User: Bulback, Fred	test		October	✓	Replicate
User: Bulback, Fred	May Plan	Referral Success	May	✓	Replicate
User: Bulback, Fred	Test Plan #5	Test Plan #5	Quarter: 1	✓	Replicate
User: Bulback, Fred	June Plan	Ref Successful Plan	June	✓	Replicate
User: Bulback, Fred	Succ Referral - Oct		October	✓	Replicate
User: Bulback, Fred	Test for PB	test	February	✓	Replicate
User: Bulback, Fred	Test Plan #1 for Role	test	January	✓	Replicate
User: Bulback, Fred	RM Succ Referral Plan	test	Quarter: 1	✓	Replicate
User: Bulback, Fred	Test Plan 2	test	Year	✓	
User: Bulback, Fred	Test for PB - DEC	Succ Referral - Dec	December	✓	
User: Bulback, Fred	RM Succ Referral Plan	test	Quarter: 3	✓	Replicate
User: Bulback, Fred	Monthly Production	Monthly Production	January	✓	Replicate
User: Bulback, Fred	Monthly Production	Monthly Production	February	✓	Replicate
User: Bulback, Fred	test	test	Year	✓	
User: Bulback, Fred	Monthly Production	Monthly Production	March	✓	Replicate
User: Bulback, Fred	Test Plan #2	Test Plan #2	January	✓	Replicate
User: Bulback, Fred	Monthly Production	Monthly Production	April	✓	Replicate
User: Bulback, Fred	Test Plan #2	Test Plan #2	February	✓	Replicate

< 1 > | Page 1 of 1 | Items 1 - 41 of 41

3. To add a new plan for this user, click **Update** and the "New…" in the drop down.

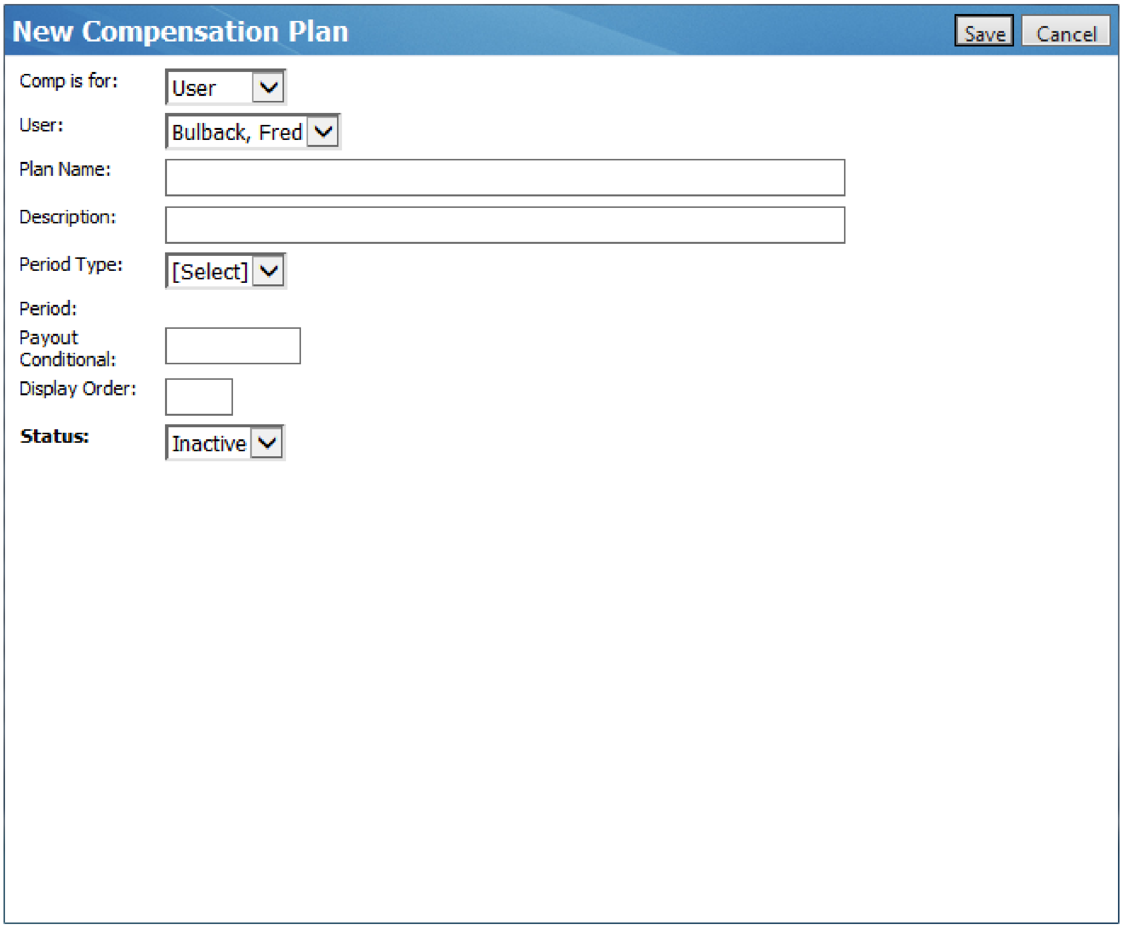
4. Enter the Plan Name. **THIS IS A REQUIRED FIELD.**

5. Enter a Description for the plan.

6. Select the Period Type for which the plan applies. Your choices are Year, Quarter and Month. **THIS IS A REQUIRED FIELD.**

7. The "Payout Conditional" field indicates what the minimum amount earned from this plan by a user is before the payout occurs. Zero is an acceptable value.

8. Enter a Display Order value. This field determines the plan order on the Opportunities>Performance frame. All plans will display on the Opportunities>Performance window. Values entered here must be greater than or equal to 1.



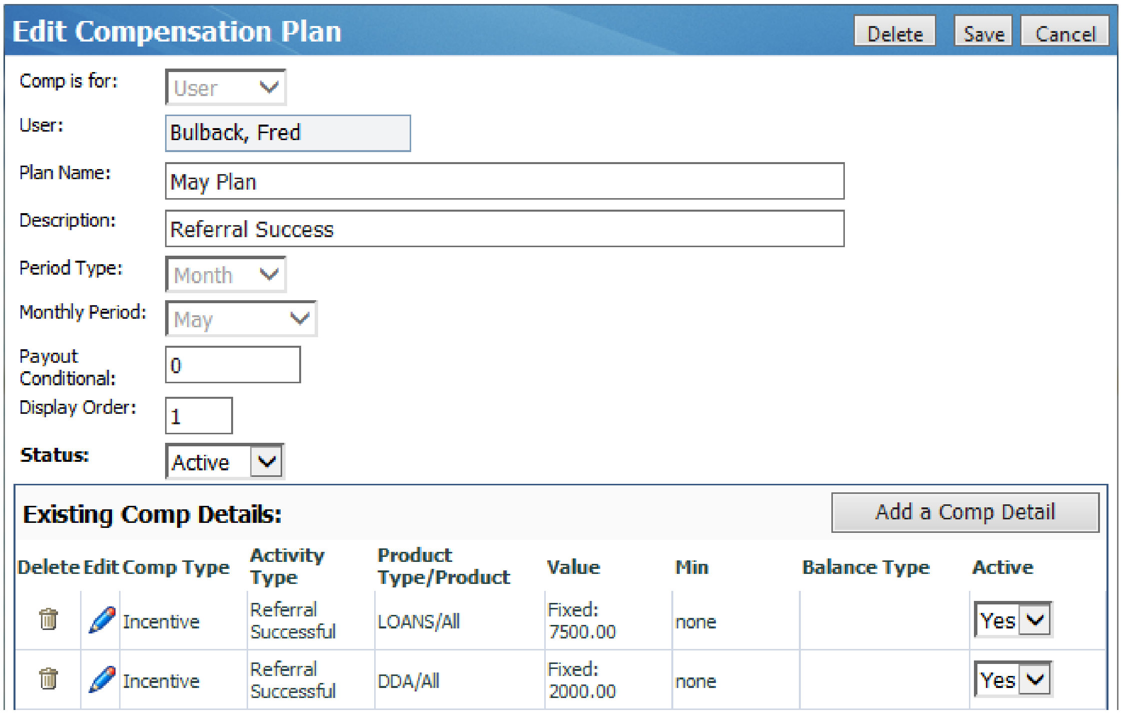
9. Click the Save button.

To Deactivate a Compensation Plan:

1. Click on **Administration>Compensation**, and select the **compensation plan** from either the Role, Branch or Employee section.

2. Click the Active field dropdown menu and select **Inactive**.

3. Select "Save" when finished.



Note: Making a compensation plan **Inactive** automatically deactivates all compensation details within the selected plan. If the plan is reactivated, each detail must be set to Active manually. The business rule for this is to ensure you select only the details that are still relevant within the plan at the time of reactivation.

Compensation Details

There are two types of compensation details, Incentive and Commission based details. A Compensation plan can contain any number of details. The total compensation plan amount is determined by the sum of all compensation detail results. To add details for any of the compensation plans defined above (role, user, or branch) follow these steps.

Add an Incentive based Compensation Detail

The following steps guide you through the creation of an Incentive based compensation detail for a sample Teller compensation plan. In this example, we want to create a rule that pays Tellers $10 for sending successful Loan referrals, but only after the first 5 successful Loan referrals. In other words, the teller will only receive $10 on their sixth successful Loan referral.

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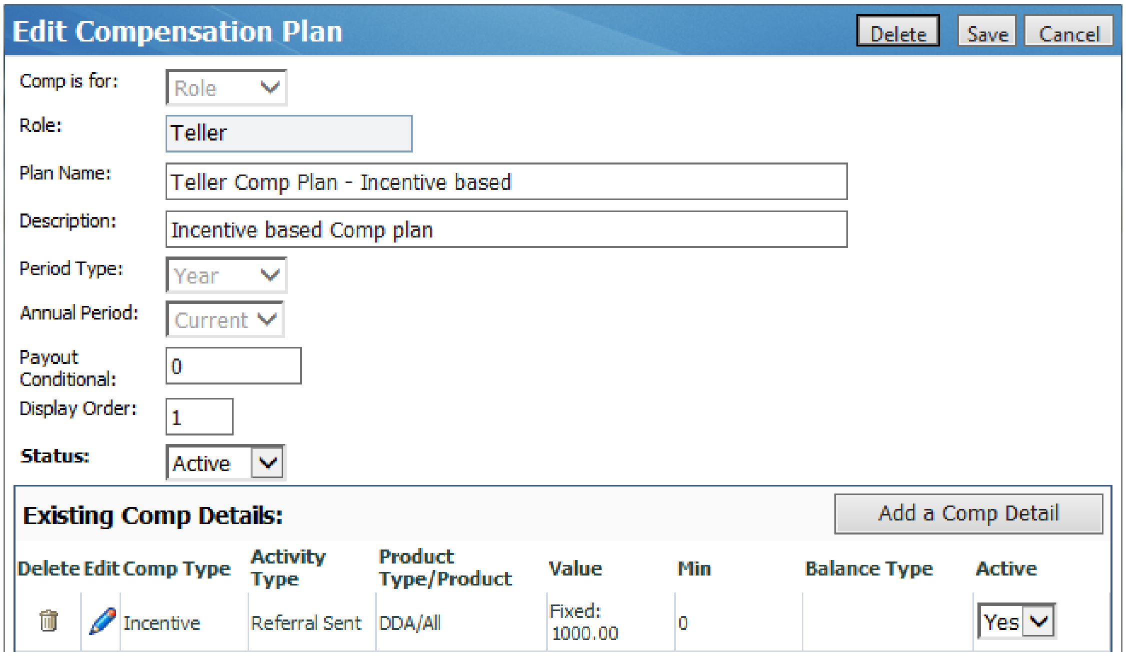
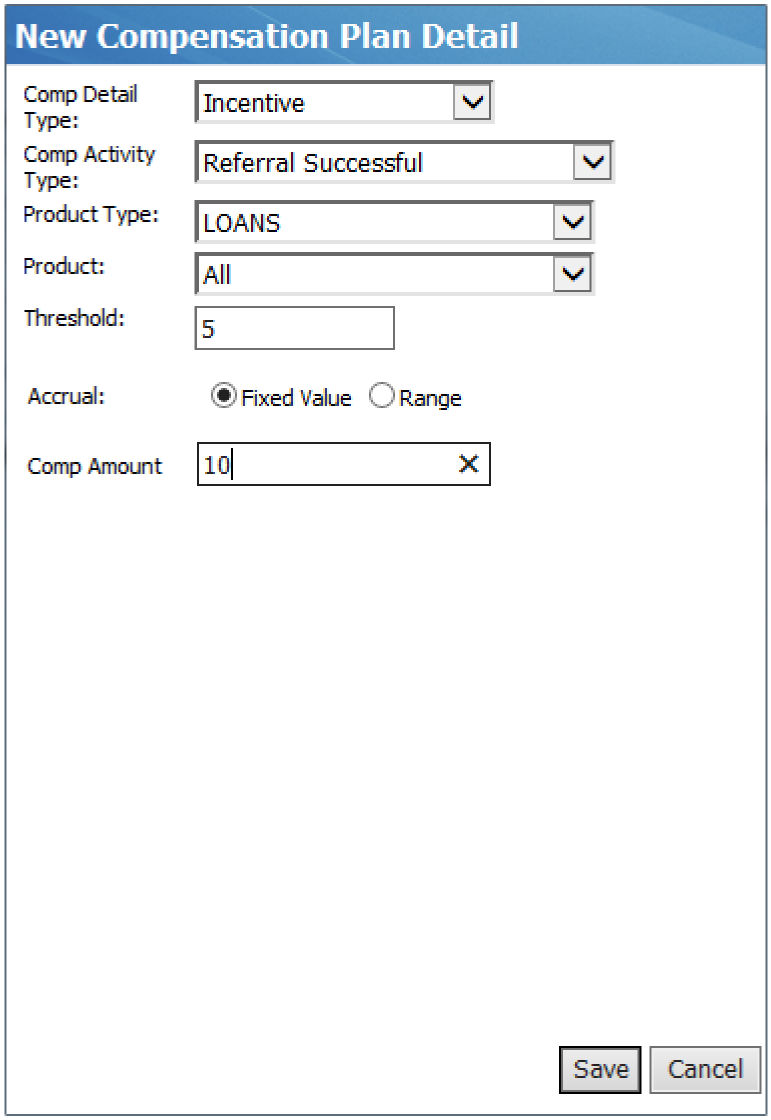
1. Click on the Compensation plan in Administration>Compensation for which you wish to add a detail. The following Edit Comp Plan window is displayed.



The plan in our example is "Teller Comp Plan - Incentive based". This plan spans a year and has a Payout Conditional value of 0, which means there is no minimum compensation that must be reached before a user is paid.

2. Click the "**Add a Comp Detail**" button to add a detail located in the lower right hand corner of the Edit Comp Plan screen.



3. Select the **Incentive** Comp Detail Type. For instructions on adding a Commission based detail, please see the section below by that name.

4. Select the **Comp Activity Type**. Recall that in our example, we want to reward the teller for a successful Loan referral. So, we select the **Referral Successful** option. This option recognizes when a Teller has sent a successful referral.

   The Activity Types available on an Incentive based detail are as follows:

   - **<u>Referrals Sent</u>** - Compensation is earned for sending a referral.
   - **<u>Referrals Sent with Conditional</u>** - Compensation is earned for sending a referral where the conditional checkbox is checked.
   - **<u>Referral Successful</u>** - Compensation is earned when a referral becomes successful, which is achieved either by the pipeline owner checking the

Qualified checkbox (if your institution has opted to use that) and/or if the referral becomes an **Opened Account**.

- **Referral Successful with Conditional** - Compensation is earned when a referral meets the standard of "successful" as defined above, and has the Conditional checkbox checked (if your institution has opted to use that).
- **Production** - Compensation is earned for booking an account.
- **Production with Conditional** - Compensation is earned when booking a production account and that account has the Conditional checkbox checked (if your institution has opted to use that).

5. Next select the **Product Type**. You can select a specific Product, Product Type, All Product Types, or all Products within a specific Product Type. Once you select a Product Type, the Product field is displayed and you can select any or all Loan products. In our example, the Teller compensation plan focuses on all Loan products by selecting the **LOANS** product type and selecting the **All Products** option.
6. Setting the **Threshold** value specifies a minimum number of activity types meeting the requirements in the compensation detail before a user begins to accumulate compensation. In our example we entered '5', meaning a Teller must send 5 successful referrals before they begin to earn compensation on this detail. You can leave this field blank if you do not want to set a threshold.
7. Select the **Accrual Type**. Your choices are Fixed Value or Range based compensation. If you select All Product Types in the Product Type field above, you will not be able to use the range accrual type because the range requires a product type specific currency field.

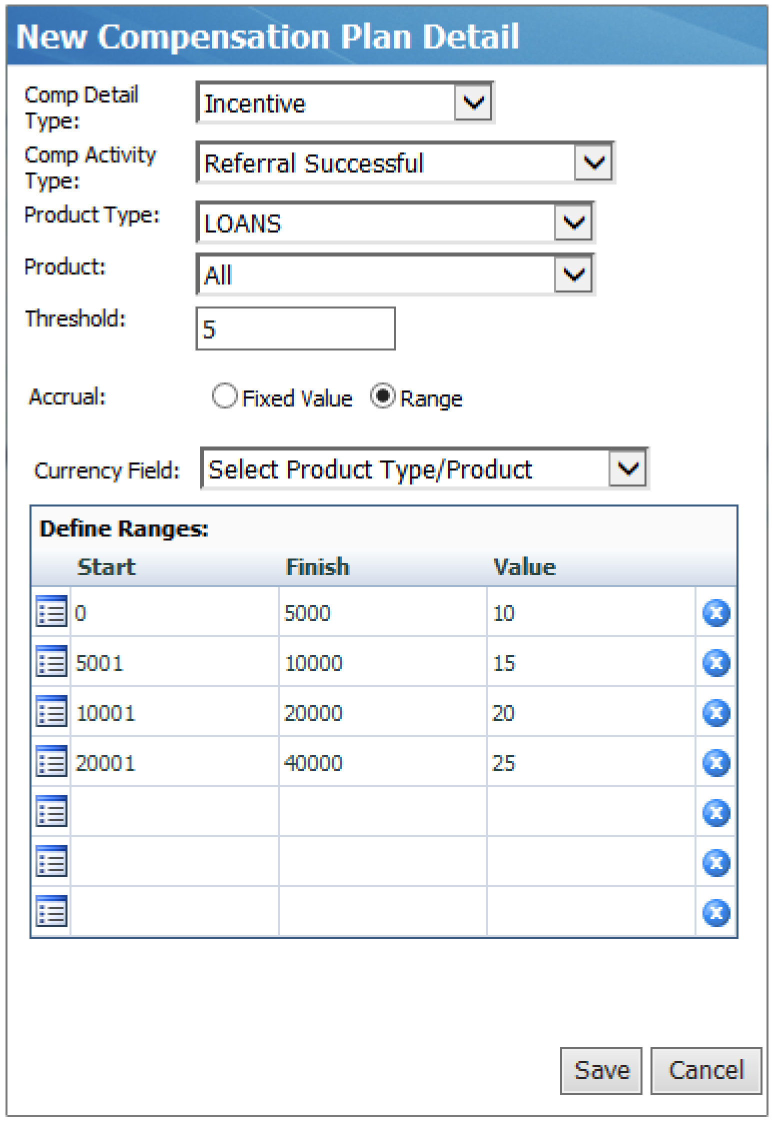
Fixed Value - The Compensation earned is a fixed amount on each valid instance of activity for this compensation detail. In our Teller Comp Plan example, we set a fixed value of '10'. For every successful referral after the fifth successful referral, that Teller earns $10.

Range based - This method of accrual allows you to set ranges of currency values for the account, and then pay the user a fixed dollar value when they have an account that falls within that range. For instance, you may want to pay Tellers more compensation if their successful referral for a Loan has a balance between $5,000 and $10,000.

First you must select the currency field for the chosen product or product type. The Currency Field dropdown list will contain all currency fields (product type balances) for the selected product type. You should select the currency field that you think best represents the true value of the account (e.g., for DDA accounts that may be "90 Day Average Balance" or for Loans perhaps it is "Original Loan Amount".)

Note: Range based accrual is not allowed for All Product Types because you cannot select a single currency field that is valid across all Product Types.

Please see the screenshot below for an example of establishing range based accrual.



Enter the Start and End range values and the corresponding fixed payout value. In the screen shot above, we see that the larger the Loan Amount balance is the more compensation the Teller will earn. In the example above, for any successful referrals for Loans with a Loan Amount balance greater than $40,000, Tellers earn a maximum compensation value of $25.

8. Click Save to finish your detail. This will take you back to the Edit Comp plan.

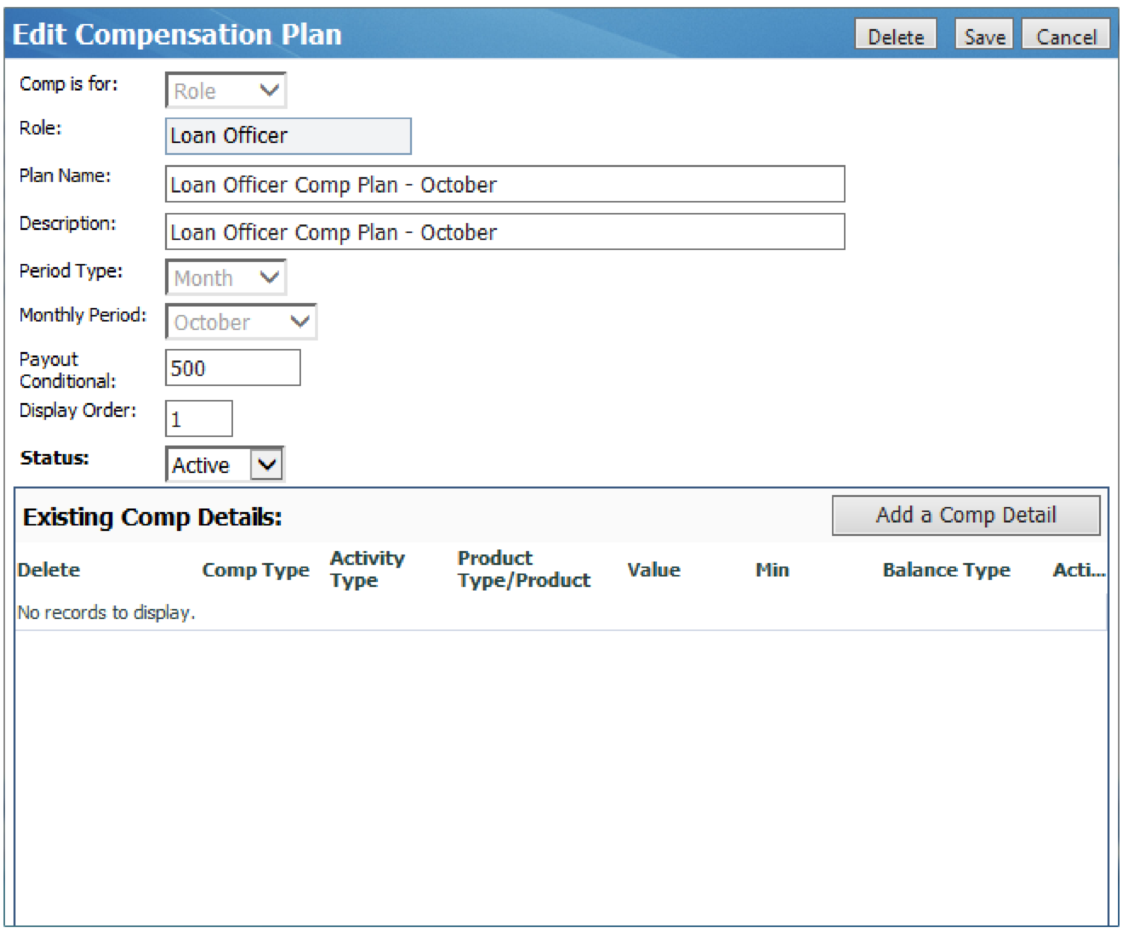
9. Repeat this process to add as many compensation details to the plan. There is no limit.

10. Click Save on the Edit Comp Plan screen to finish.

Add a Commission based Compensation Detail

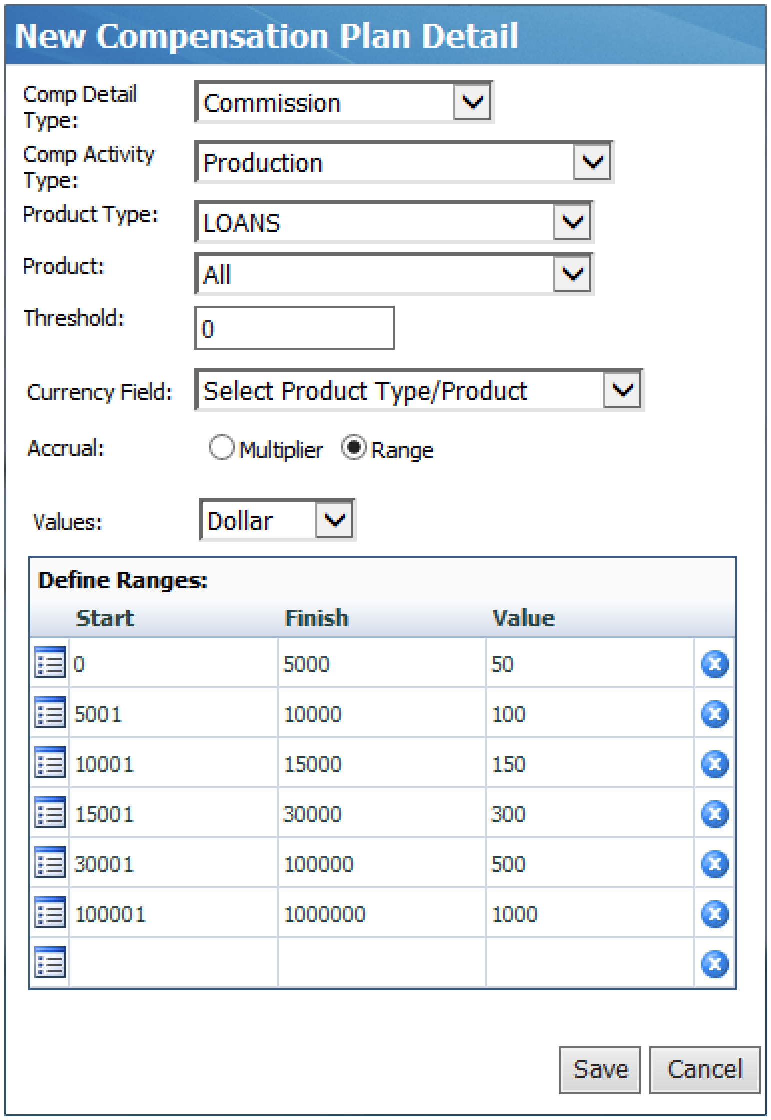
The following steps explain how to create a Commission based detail for a Loan Officer Compensation plan. In this example, we want to create a rule that pays Loan Officers a specified amount of compensation based on the “Loan Amount” balance for any loan opened.

1. Click on the Compensation plan in Administration>Compensation for which you wish to add a detail. The following Edit Comp Plan window is displayed.



This plan in our example is named "Loan Officer Comp Plan - October". This plan has a Payout Conditional value of $500, which means users must earn greater than or equal to $500 before they will be paid on their accumulated compensation.

2. Click the "**Add a Comp Detail**" button to add a detail located in the lower right hand corner of the Edit Comp Plan screen.



3. Select the **Commission** Comp Detail Type. For instructions on adding an Incentive based detail, please see the section above by that name.

4. Select the **Comp Activity Type**. In our Loan Officer Comp Plan example we select the **Production** option. This option recognizes when a Loan Officer has booked a loan account.

   The Activity Types available on a Commission based detail are as follows:

   - **Referral Successful** - Compensation is earned when a referral becomes successful, which is achieved either by the pipeline owner checking the Qualified checkbox (if your institution has opted to use that) and/or if the referral becomes an **Opened Account**.

- **<u>Referral Successful with Conditional</u>** - Compensation is earned when a referral meets the standard of "successful" as defined above, and has the Conditional checkbox checked (if your institution has opted to use that).

- **<u>Production</u>** - Compensation is earned for booking an account.

  <u>Production with Conditional</u> - Compensation is earned when booking a production account and that account has the Conditional checkbox checked (if your institution has opted to use that).

5. Select the **Product Type**. You can select a specific Product, Product Type or all Products within a specific Product Type. In our example, the Loan Officer Compensation plan focuses on all Loan products by selecting the **LOANS** product type and selecting the **All Products** option.

6. The **Threshold** allows you to enter a dollar amount if you wish to establish a minimum requirement before a user begins to accumulate compensation. Our example above does not have a minimum threshold value. Let's say you wanted to pay for loans only where the balance was greater than $5,000. You would enter '5000' in the threshold field.

7. Select the **Accrual Type**. Your choices are Multiplier or Range based compensation.

   Multiplier - The Compensation earned is a set percentage of the currency field selected for this compensation detail. For example, every time a user books a production account, you could set that he/she earns 1% (.01) of the specified currency field on that account. The Currency Field dropdown list contains all currency fields for the selected product type. You should select the currency field that you think best represents the true value of the account (e.g., for DDA accounts that may be "90 Day Average Balance" or for Loans perhaps it is "Original Loan Amount".)

   Range based - This method of accrual allows you to set ranges of values for the account, and then pay the user either a fixed dollar value <u>or</u> a multiplier when they have an account that falls within that range.

   You need to select the currency field for the chosen product or product type. The Currency Field dropdown list will contain all currency fields for the selected product type. You should select the currency field that best represents the true value of the account (e.g., for DDA accounts that may be "90 Day Average Balance" or for Loans perhaps it is "Original Loan Amount".)

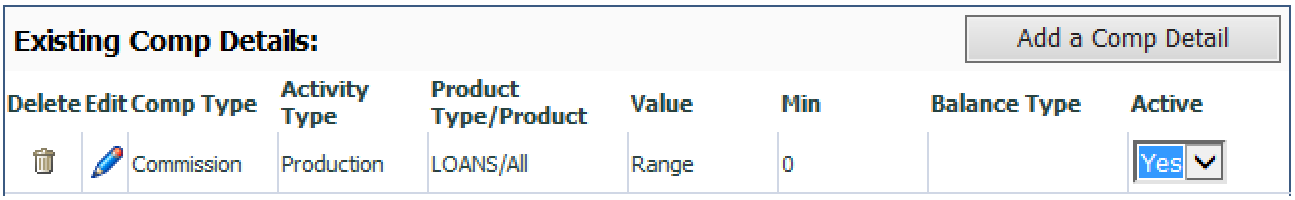
   In our Loan Officer Comp Plan example, shown in Image 1 above, we created ranges for booked Loan accounts and established fixed dollar payouts for each range. (We could have established a percentage multiplier for the ranges instead of fixed dollar values.) For any booked Loans with a Loan

Amount balance greater than $100,000, Tellers earn a maximum compensation value of $1,000.

8. Click Save.

REMOVING A COMPENSATION DETAIL

There are two ways to remove a compensation detail. You can delete the detail or you set it to Inactive.



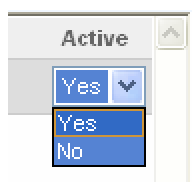
To delete a detail:

Click the button located on the left side of the detail listed in the Existing Details section of the Edit Comp Plan screen.

NOTE: If any historical records exist for this detail, you can only set the detail to Inactive status. You cannot delete a detail that has historical or archived data.

To deactivate a detail:

Select **No** on the Active flag of the specified compensation detail.



PAYING ON COMPENSATION

The compensation in ResourceOne provides you the ability to set compensation plans for employees and use that information to reward them for their efforts. There are specific rules and timing around the process for when to run reports to get the most accurate compensation data. If you plan to use ResourceOne to pay employees based on their ResourceOne activities, it is VITAL that you read and fully understand the information below. If you have any questions, please contact CoreTrac's Support department.

IMPORTANT INFORMATION ON COMPENSATION REPORTS!!!

Every month, ResourceOne's SQL database runs an archive job to store data on users' and branches' compensation. If your institution processes data on a daily basis from your core system, as 99% of our clients do, then your compensation archival job runs on the 5th day of the next month. If your institution processes data on a weekly basis from your core system, then your compensation archival job runs on the 8th day of the next month.

Why is there a delay between the actual end of the month (say January 31st) and when the archive job for compensation runs?

There are several key reasons we delay storing archived data for your reports, and all of them are centered around trying to make sure the employee has a fair chance for all of his/her compensation earning activities to count. Here are the specific reasons:

1. Depending on the precise timing of your regular batch downloads from your core system, it can take between 1 to 3 business days for ResourceOne to receive the latest data. You would not want to measure and pay compensation on, say, February 1st if the last update in January has not been processed yet.

2. Considering data may be a day to a couple of days behind, this means that for accounts that open at the very end of a month, employees are getting their first chance to match these records into ResourceOne a day or few days into the next month. You want to give employees a few days to complete their matching so that all of the latest accounts are calculated in the compensation numbers.

3. Providing a delay allows for management to fix any matching mistakes (using the Corrections Tool) or core-based miss-assigned responsibility codes.

It is for these reasons that we delay the running of the archive job. What does this mean to you exactly?

This means you need to wait until the 6th day (if your institution is a nightly processor) or the 9th day (if your institution is a weekly processor) before you run the Compensation Summary report.

It is possible that an account that was opened or a referral that was qualified becomes closed or unqualified, respectively, in those few days after the month closes but before the archive jobs have run. In that case, those activities are not included as part of the user's compensation because they were no longer present by the time the compensation archive job ran. This risk is a trade-off for giving some time for data, users, and managers to get all of the compensation data in order before the archive jobs run. Many of our clients have stated that this risk is acceptable because if a referral does not stay successful nor an account stay active for more than those few days, then it should not count toward an employee's compensation.

Understanding the Compensation Reports

It is extremely important that you fully understand the function of each of the Compensation Reports.

Compensation Info Report

The Compensation Info report defines for the user the rules that make up their compensation plans. A user runs this report to find out how they can earn compensation.

Compensation Detail Report

The Compensation Detail report displays the activities (referrals, production, etc.) that have earned the user compensation. It also shows the plan, the rule and how much compensation each activity is worth.

This report is commonly run after the user sees the snapshot summary of their compensation on the Opportunities > Performance dashboard and wants to get a detailed listing of the activities that are calculated for the compensation he or she is earning. This report is also useful for a manager who needs to justify or explain compensation payouts.

PLEASE NOTE: The Compensation Detail report runs off of dynamic data. This means that as data in the database changes (referrals that were once "qualified" become unqualified; accounts that were open become closed; dollar values used to calculate commission change), the details and totals in the report can change.

For instance, let's say an account was booked on January 15th. On February 10th, you run the Compensation Detail report and see that account counting for production compensation. However, the account closes later in February. A few months go by and some question comes up about whether compensation was paid properly for the month of January. So, you go back to run the January 1 – 31st Compensation Detail report. Because that account has closed, it will not show up in the January report.

It is for this reason that we recommend saving a hard copy of each month's Compensation Detail report on the day you originally run it (see Best Practices below).

It is possible to get fixed numbers on compensation in the Compensation Summary report.

Compensation Summary Report

The Compensation Summary report only displays a summary of the historically archived compensation data for a user or branches' compensation plan. The Compensation Summary report does not display individual details. It was written to be a simplistic view of what a user or branch is owed in compensation. Ideally, you can export this report into its CSV (comma separated value) format and send it over to your payroll department for possible import or at the very least simple manual entry.

Once the archive compensation jobs run (5th or 8th of the next month depending on nightly or weekly processing), you can run the Compensation Summary report for the previous month and see the new compensation amounts. If you run the Compensation Report before the archive jobs have run, you will not see updated data in the report.

For example, if you run the Compensation Summary report for the month of January on February 1st, the jobs will not have run yet and so you will not see any compensation summary information for January.

You need to be aware of when your archive jobs run (5th or 8th of the next month depending on nightly or weekly processing) and plan for the creation of your compensation summary reports accordingly.

RECOMMENDED SCHEDULE FOR RUNNING COMPENSATION REPORTS

If your institution processes nightly, your compensation archive jobs run on the 5th day of the month. (**Note**: it is the 5th day, and not the 5th business day).

Therefore you should wait and run the Compensation Summary report until the 6th day of the month (or the soonest business day thereafter). You should run the Compensation Detail report immediately after you run the Compensation Summary report and save a copy. The hard copy Detail report will provide you a listing of all of the activities that explain the numbers in the Summary report. If you wait and do not save off a copy of the Detail report at the same time that you run the Summary report, you run the risk of the details changing over time.

You can save the Details report either by exporting the detail report out of ResourceOne and saving it as an Excel file (in a location and with a file name you can recognize) or by printing a hard copy. You may need to justify the compensation numbers in the Summary report some time later, and because the Compensation Detail report is dynamic, you need to capture a copy of the detailed report as it was on the day the compensation summary numbers were archived.

If your institution processes data on a weekly basis, the same concepts above apply, but you would start running the reports for the previous month on the 9th day of the current month.

Best Practices for Compensation Plans

The following are provided to you as good recommendations for working with Compensation Plans:

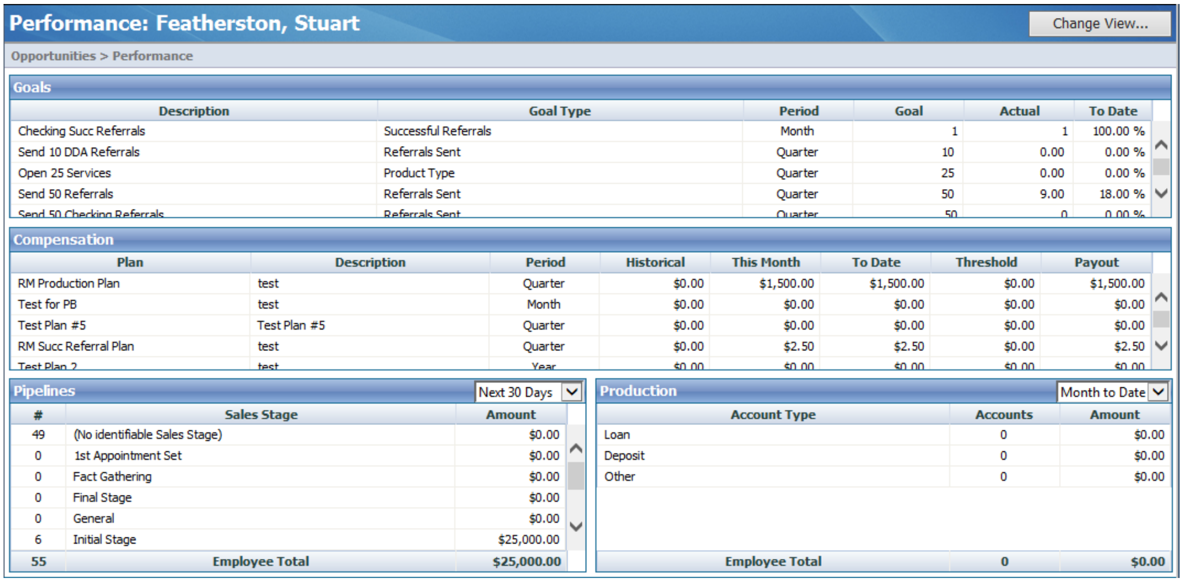
- To save time in creating compensation plans for employees, start with Role-based compensation plans. For example, if you establish a Role-based compensation plan for the Loan Officer role, every user within that role gets the same plan. Then, if you want to modify individuals' plans after that, you can do so.

- When setting the balance threshold value on a commission-based compensation detail, please note that any opened account whose balance is less than the minimum threshold will not earn the user compensation. For example, if you assign a minimum amount of $100 on the opening balance for an account on a particular commission-based compensation detail, and an employee opens five $99 accounts, those accounts do not count toward the compensation plan totals.

- The incentive-based threshold measures the number of a certain activity, as opposed to a balance. An example of an incentive compensation detail would be "$1 for every successful referral". If you set a minimum threshold value of, '3' on this detail, a user will only begin to earn the $1 on the fourth and subsequent successful referrals. The first 3 successful referrals do not count in that example.

View Compensation

Once compensation plans are created for a user they will see them listed in the display order you indicated in the Opportunities > Performance window. Here is a sample view:



Corrections Tool

The Corrections Utility is a tool that allows ResourceOne Administrators to delete contacts and activities or merge activities and related data between two contacts.

Access to the Corrections Utility has been relocated; please see the screenshot at the bottom of the next page.

Key Definitions:

- "Activity" - refers to pipeline or production.

NOTE: <u>Deleted</u> contacts or activities cannot be recovered.

Working with a Single Contact

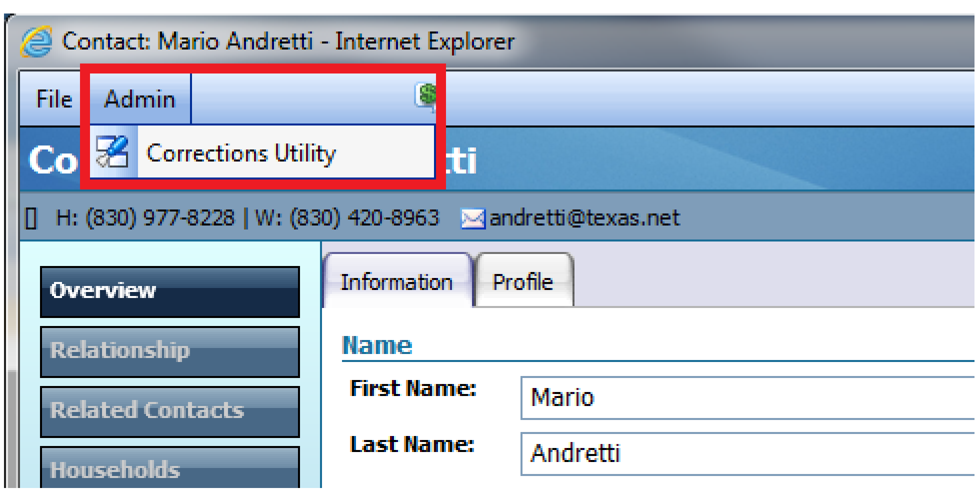
Working with a single contact you can:

- delete a specific activity;
- delete the complete Contact record.

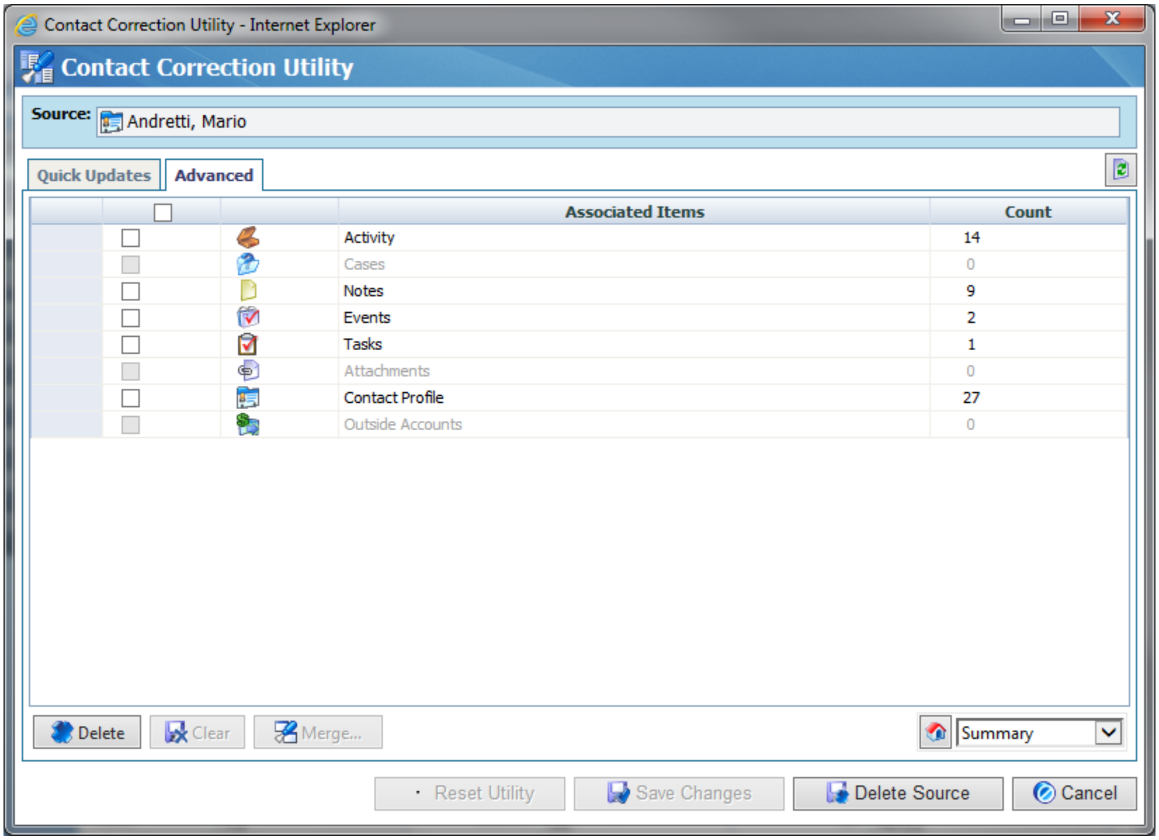
Deleting an Activity (Pipeline, Production, Lost)

To delete an activity:

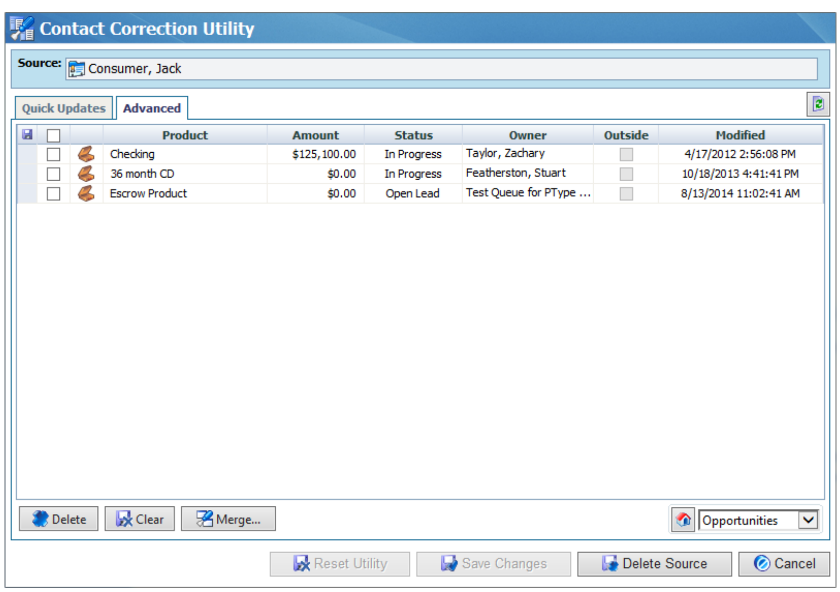
1. Search for your contact and select the Contact by clicking on his name in the search results screen.
2. Hover over the **Admin** button on the tool bar and select **Corrections Utility**.



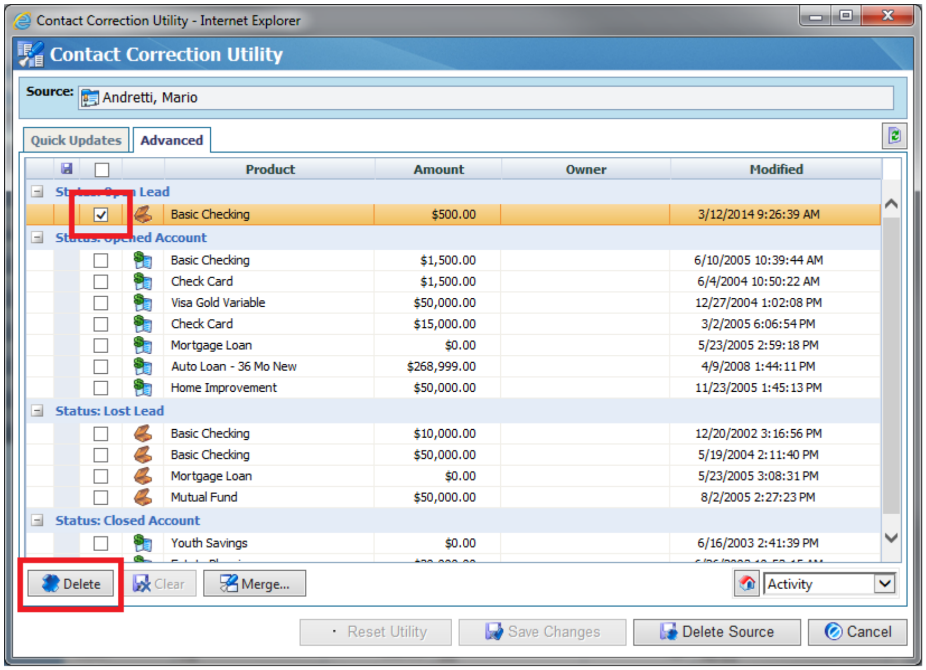
3. Select 'One Contact'.
4. Click the Advanced tab.



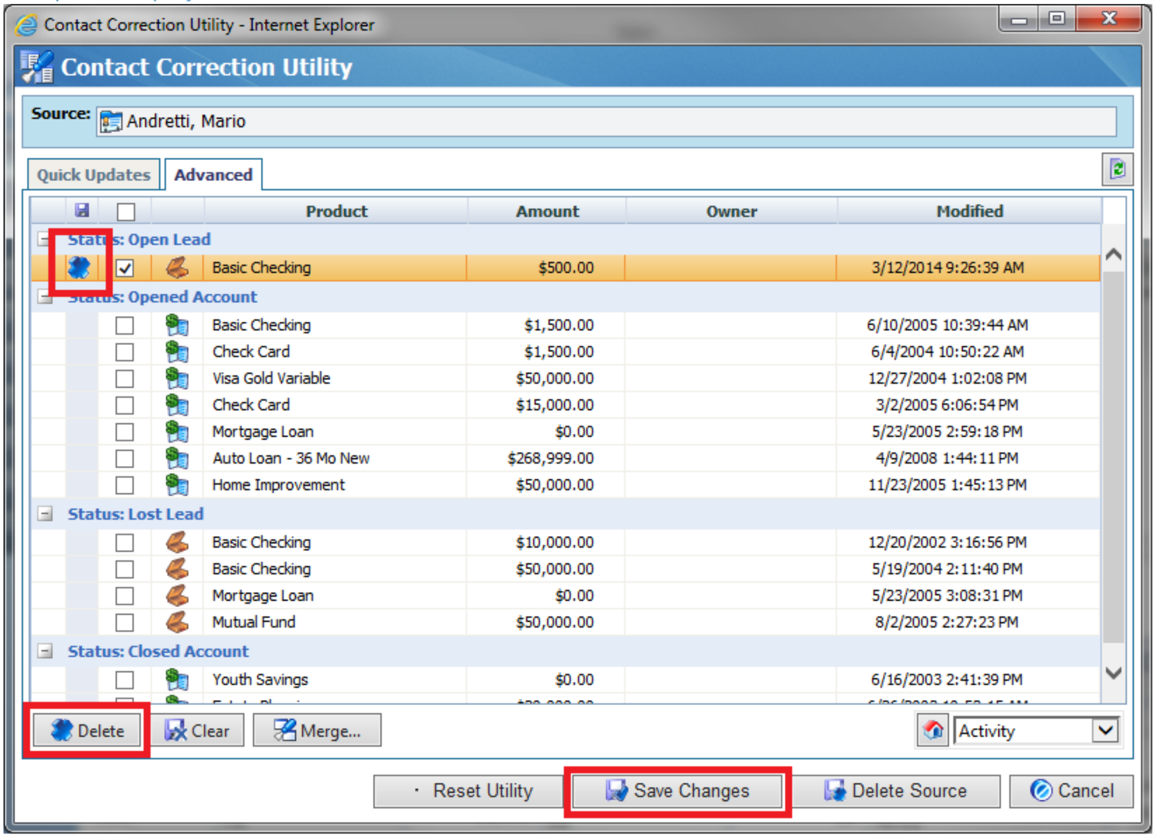
5. All of the Associated Items will be displayed for that contact.
6. Click on an Associated Item to show the items in that specific category.



7. From this screen you can select any of the items you wish to delete. Click on the item to highlight it with a checkmark and then click on the Delete button in the bottom left hand corner.



8. Once the Delete option is selected a blue "X" will appear next to the activity you have chosen. Select the "Save Changes" button to remove the information.



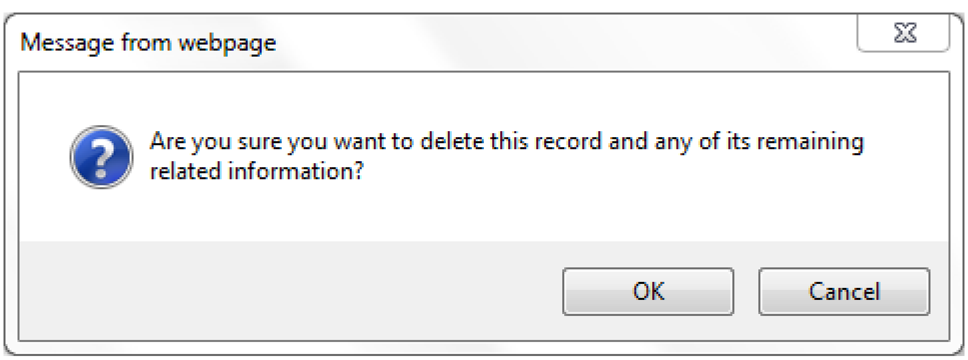
DELETING A CONTACT

To delete a contact use the 'One Contact' screen only if you wish to delete a contact without attempting to merge any of its activities or related data to another contact. If you do wish to merge any of your contact's data, you should start from the main Corrections page and select the option to work with 'Two Contacts'.

To delete a single contact:

1. Select 'One Contact' from the main Corrections Utility page.
2. You should see the contact you selected at the top of the window

3. Clicking on the **Delete Source** button while prompt you to confirm your choice.

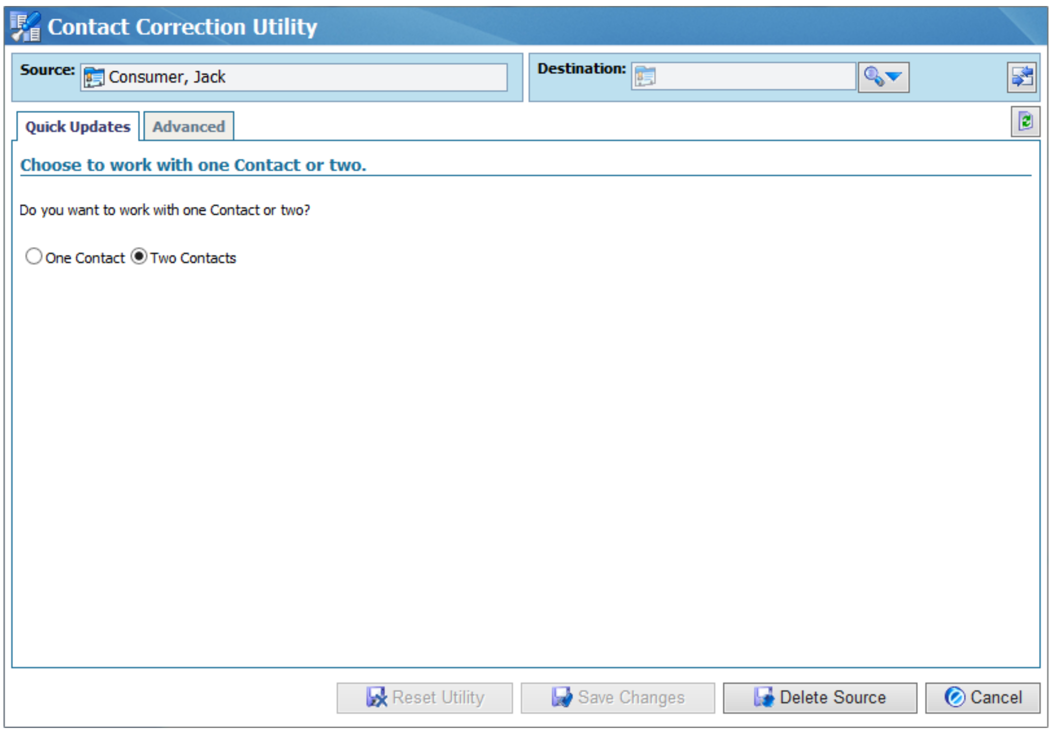


4. Clicking **OK** will permanently delete the contact and all of its information.

Working with two contacts

Working with two contacts you can:

- delete an activity for a contact;
- merge an activity from one contact to another;
- merge or delete related data (notes, events, documents) for a contact;
- delete the complete Contact record (often used to remove duplicate contacts).

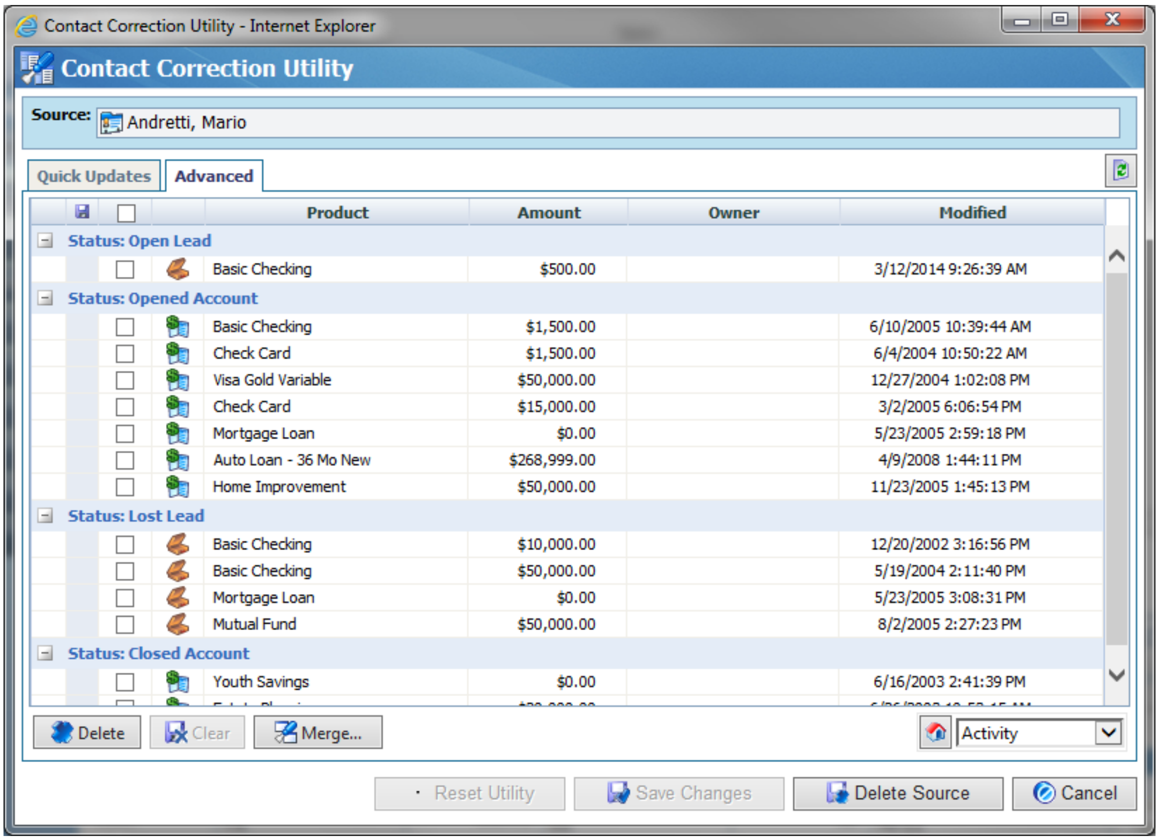


MERGING ACTIVITY

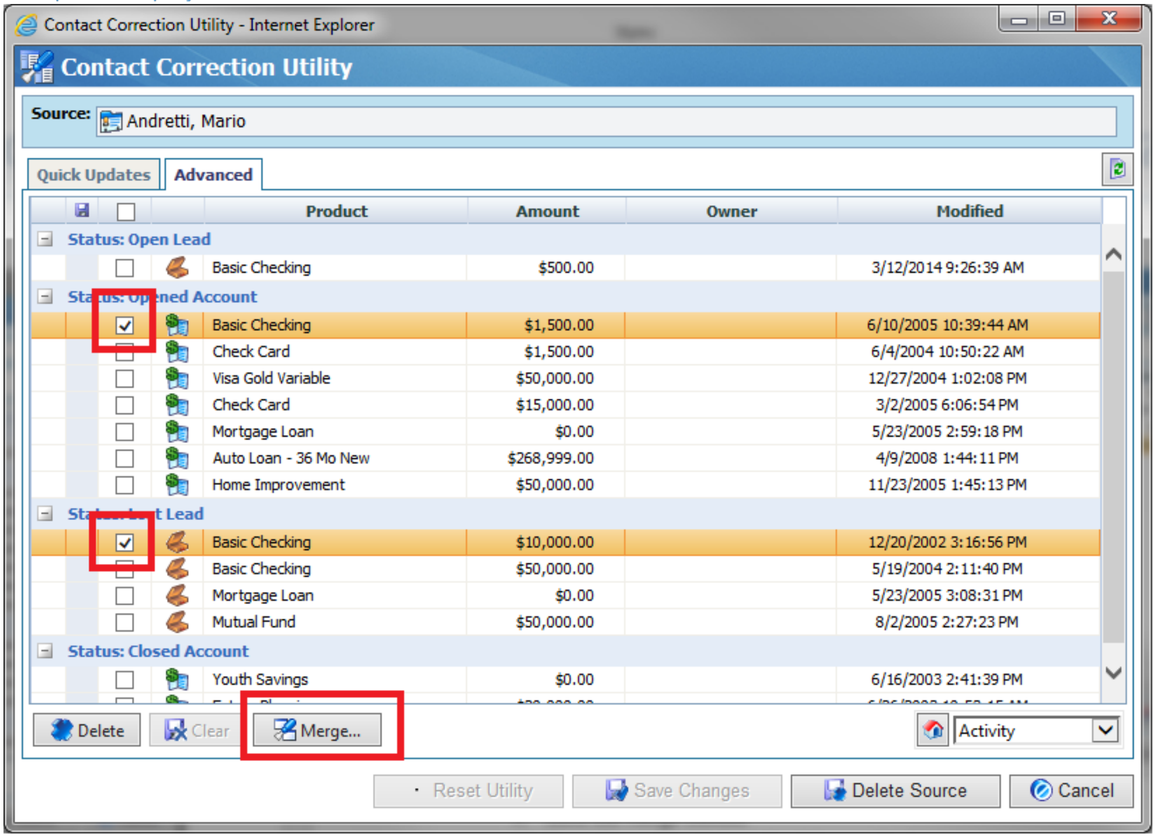
To merge an activity:

1. Identify your contact and open the Corrections Utility. The option for One Contact will be selected.

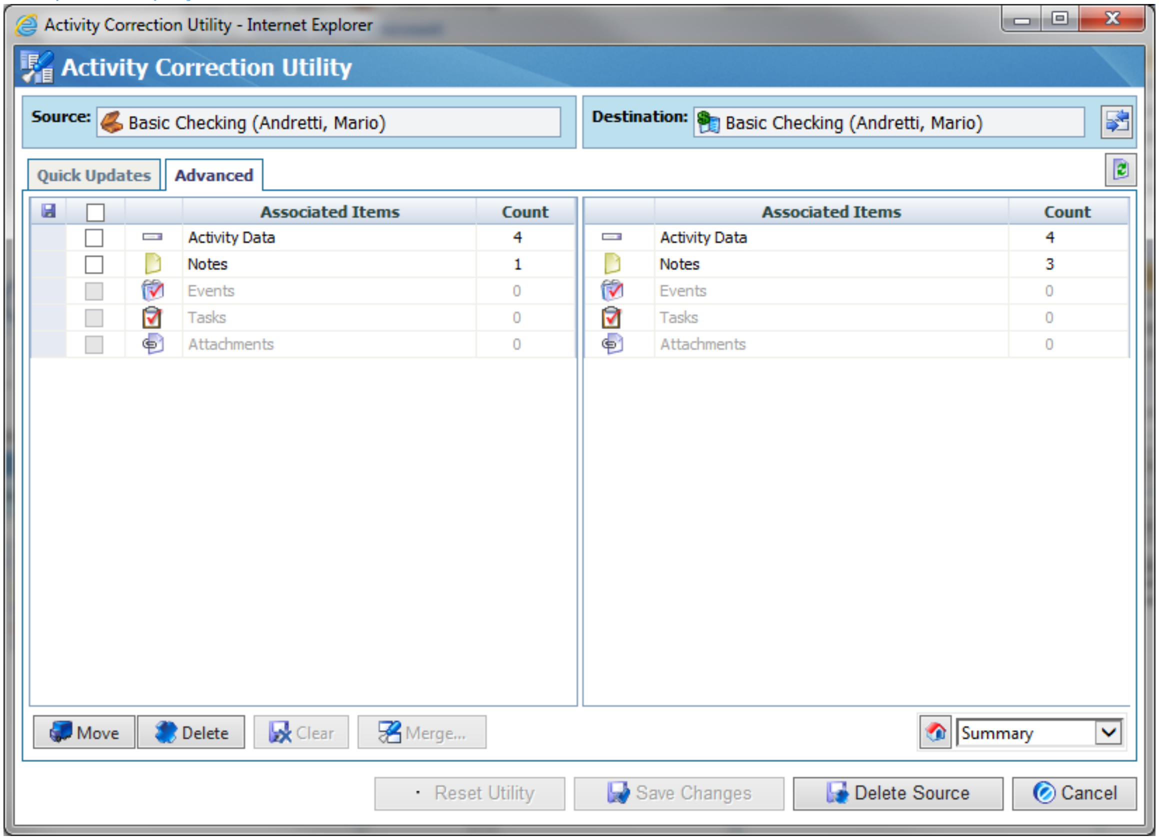
2. Click the Advanced tab and select “Activity”.



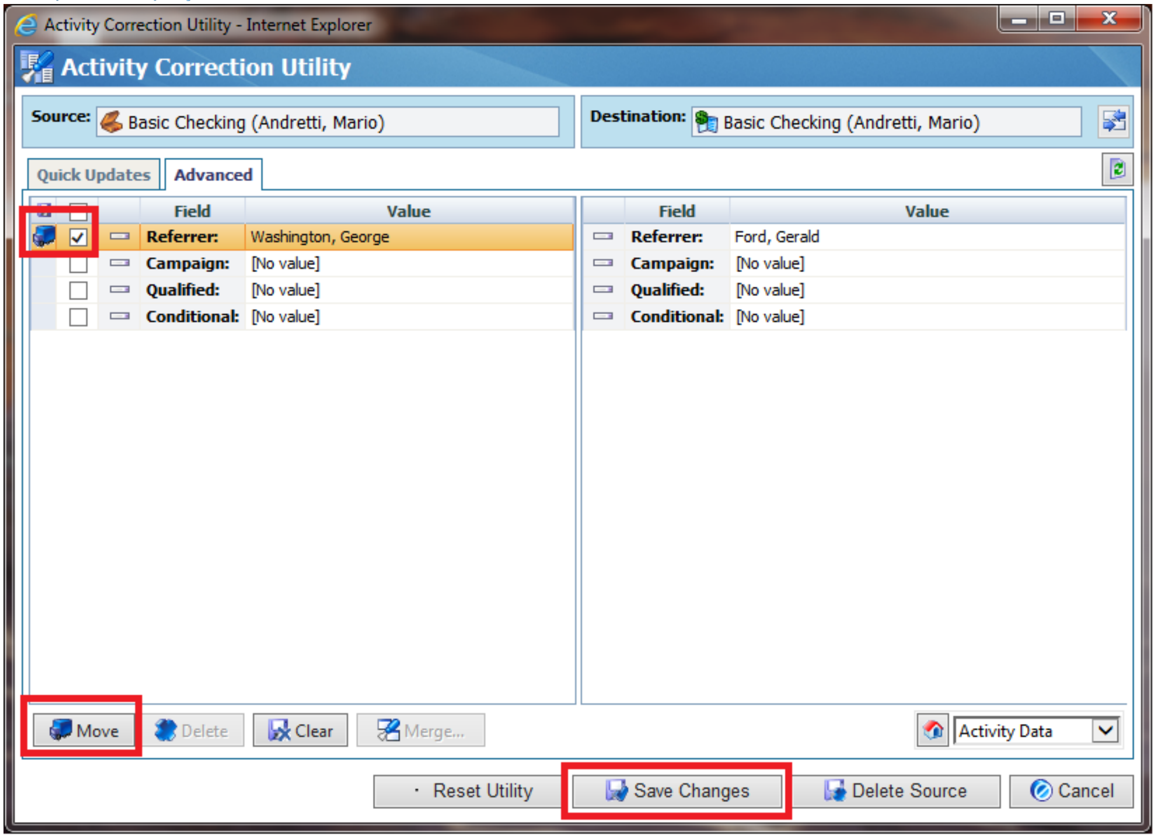
3. Select the two activities you wish to merge together (usually an Opportunity and an Account) and click the “Merge” button.



4. From this page you can select which information you wish to "merge". In this example, we will move information from the Opportunity to the Account, a scenario used when matching is not done properly.



5. As an example, in the “Activity” group your options include: Referrer, Campaign, Qualified and Conditional. Select any options that are appropriate and click the **Move** button then click on **Save Changes**.



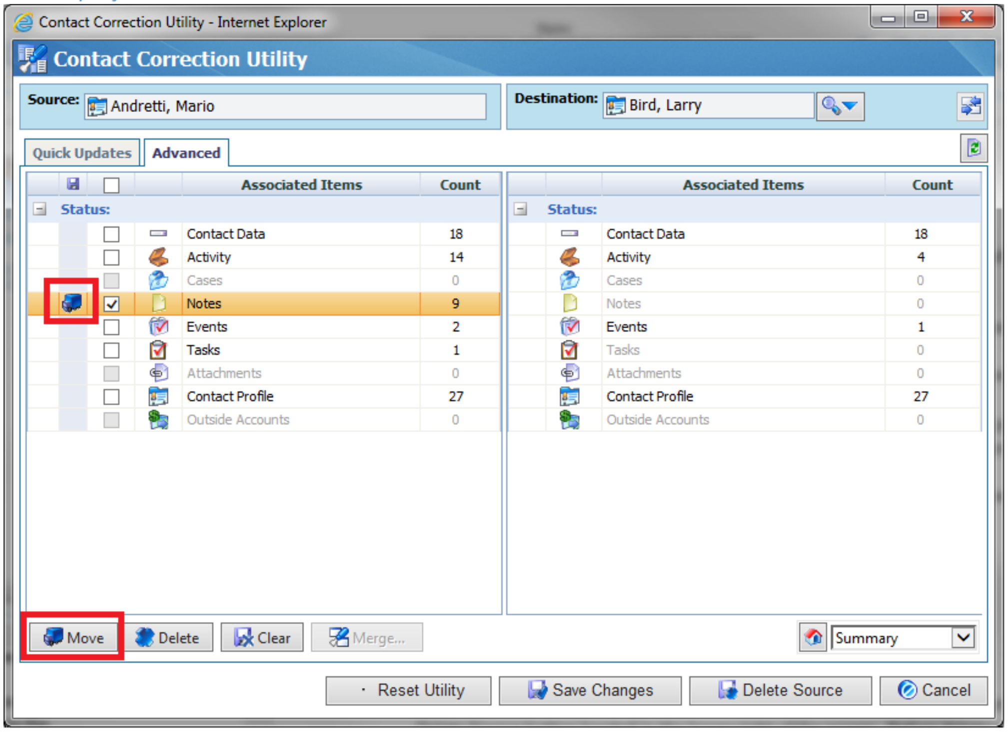
Note: Any data moved during this process will overwrite that data element on the destination record. For example, as pictured above if you elected to move the Referrer from the Opportunity to the Account pictured on the right, George Washington become the "referring" employee once you saved your changes. If George Washington was eligible for a "Successful Referral" Goal or Compensation plan he would receive credit for this account.

Move Activity

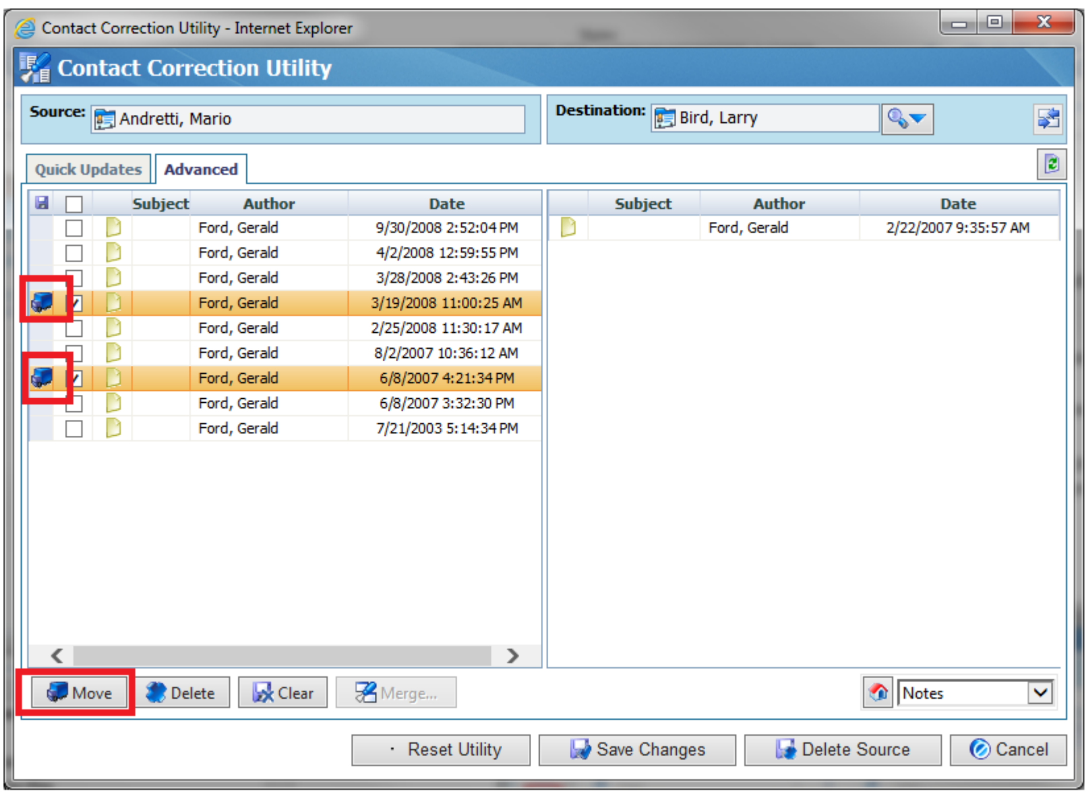
The 'Move' option allows you to move an opportunity, event, note, task, attachment or outside account from one record to another record in ResourceOne.

1. First, identify the "Source" contact you wish to move information from and open the Corrections Utility.
2. Select the option to work with "Two Contacts" and then search for your Destination record.
3. Select any of the data groups in the list or if you only wish to move a particular activity, event, task, note, attachment or outside account select the group name and a detailed list will appear.

   Move a group of data:



Move a specific item:



4. Choose the information that you wish to append to the Destination record and then select the "Move" button.
5. Select "Save Changes"

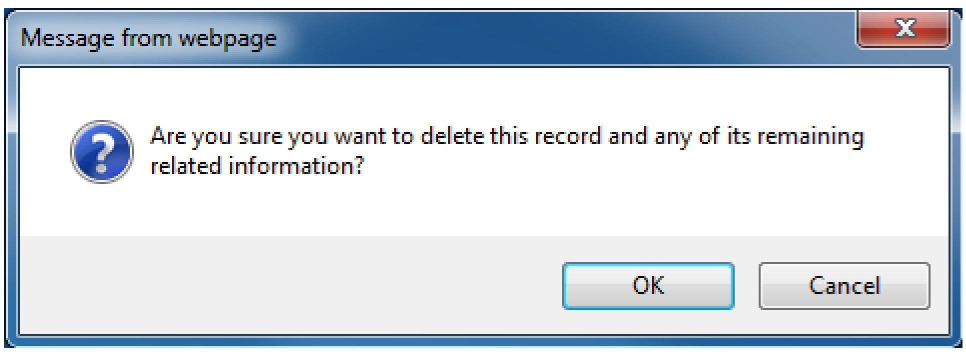
Delete the Contact

From the Contact Correction Utility screen, you can delete the Source Contact by clicking the 'Delete Source' button located in the lower right of the screen. Before deleting the contact, be sure you have merged or moved any activities you wish to save.

To delete contact:

1. Click the Delete Source button.

2. You will be prompted to confirm the deletion.



NOTE: All information or contact records deleted will be purged from the database and cannot be recovered. Please contact CoreTrac Support with any questions: 512-236-9120 option 1.

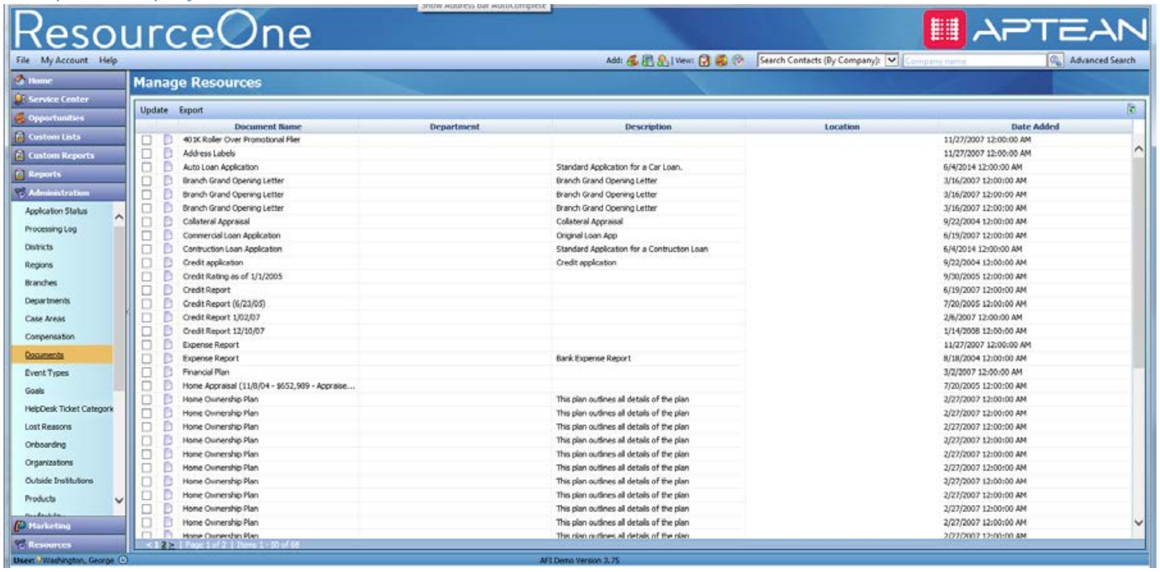
Documents

The Resources module allows you to display and organize documents by department. All users that have access to the Resources module can view and open all listed document references. Access is granted by editing the Role Permissions or User Permissions.

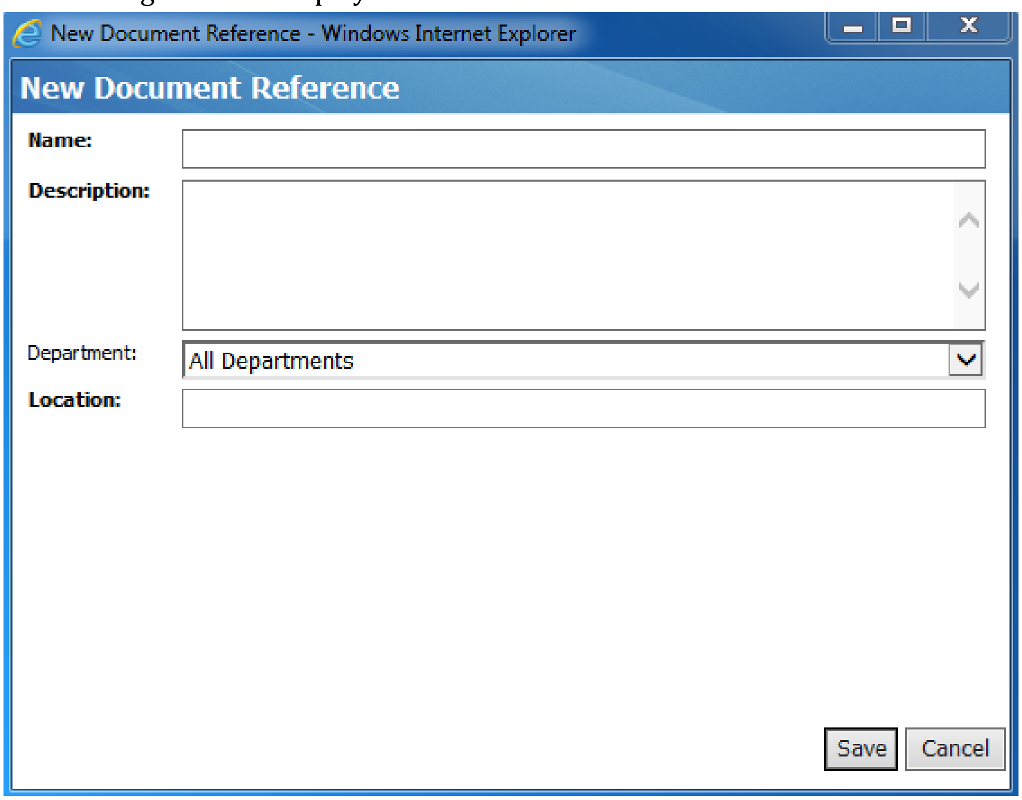
Steps to add a document reference:

1. Click on Administration>Documents.

2. Click on the Update>New.



The following screen is displayed:



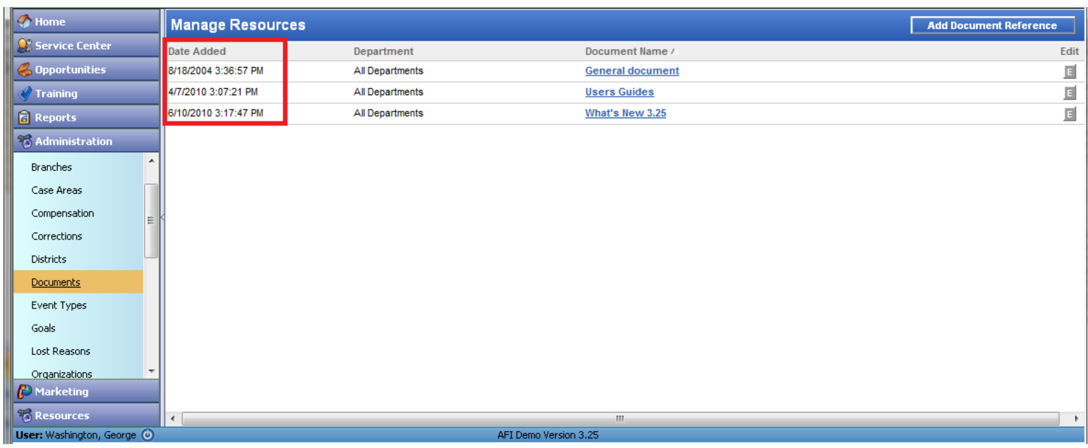
3. Type in a name and description for the Group Document Reference.

4. Type in the Location of the file.
    a. To make this file accessible to other ResourceOne users, you must ensure that the full network pathname is displayed in the Location (URL) field. An

example of a network path name is \\your_pc_name\files\document.pdf. If a local pathname is chosen, such as c:\My Documents\network_policy.doc, other users will not be able to access the document.

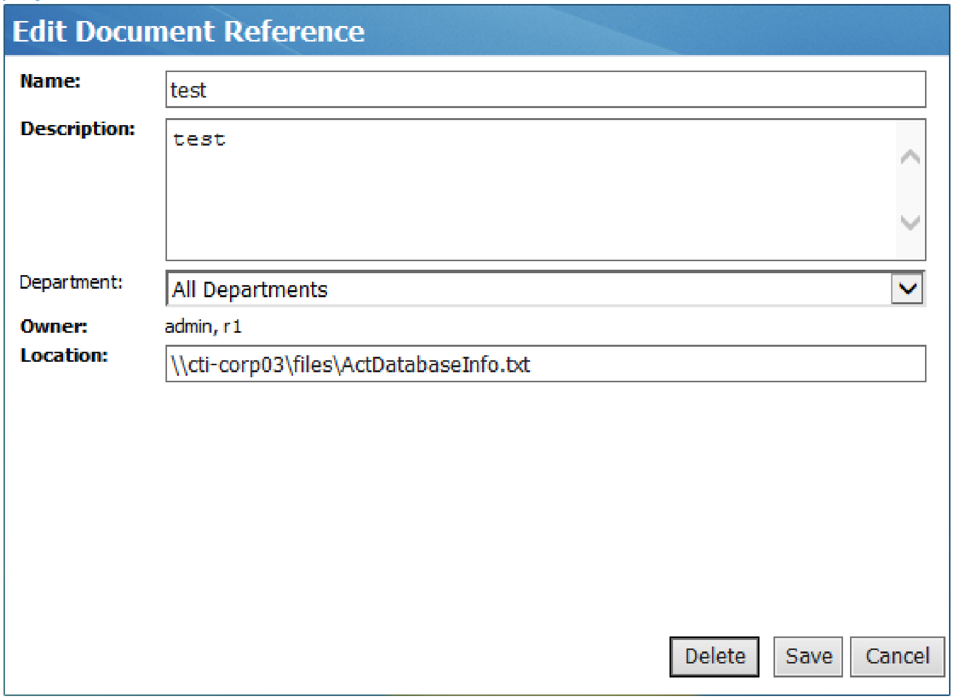
5. Select a Department from the drop down menu. This field organizes the list of documents by department. It can include All Departments or a single Department. By selecting only one department access to the Document Reference will be restricted.
6. Click on the Save button to add the document to the list of viewable documents.

The following screen displays the date and time the document was added, the department name, and the document name.



Steps to edit a document reference:

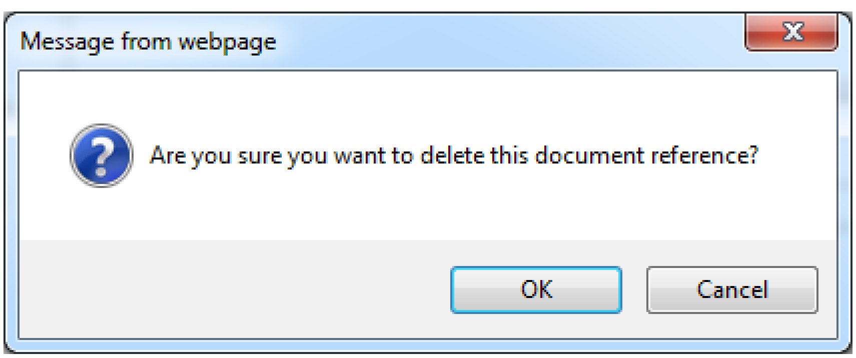
1. Click Administration > Documents.
2. Click the edit button of the document you want to edit.
   The following screen appears:



3. Make your changes to each of the fields.
4. Click the Save button when finished.

Steps to delete a document reference:

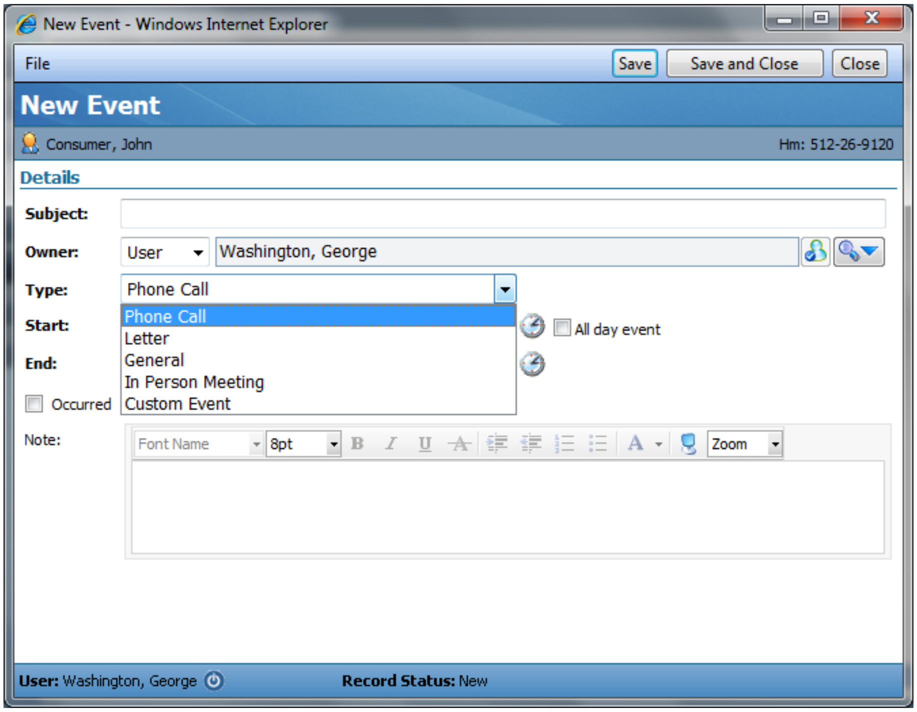
1. Click Administration>Documents.
2. Click the edit button of the document you want to edit.
3. Click the Delete button. The following popup appears:



4. Click OK to delete the document reference.

EVENT TYPES

Event Types are options used by employees to define the type of Event. This dropdown list is displayed when an event is created in ResourceOne.

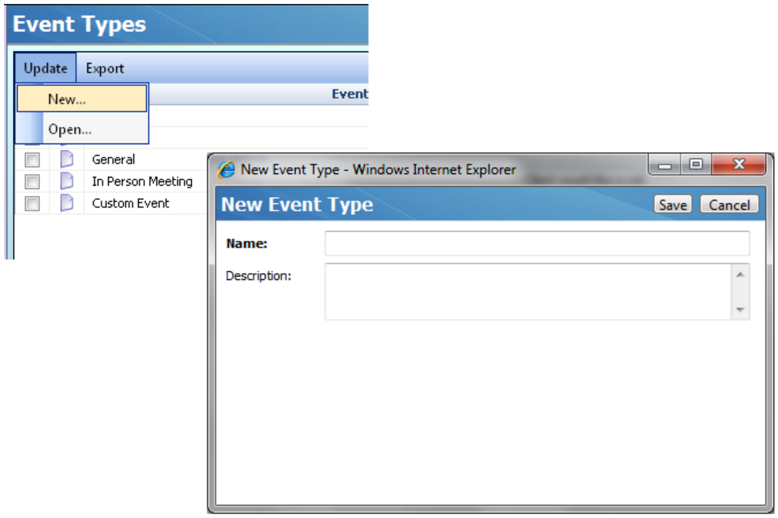


ADD NEW EVENT TYPES

To add a new event type use the Administration>Event Types link:

1. Select the Update>New… menu

2. The New Event Type screen will appear.



3. Add the Event Type name in the Name field.

4. Create a description of the event type.

5. Select Save.

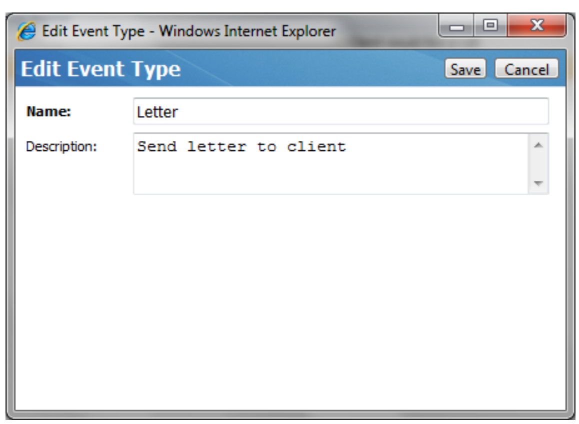
Editing Event Types

1. You can edit existing event types by selecting the icon next to the event type or using the checkbox and then selecting the Update>Open… menu.

2. The Edit Event Type window will appear.

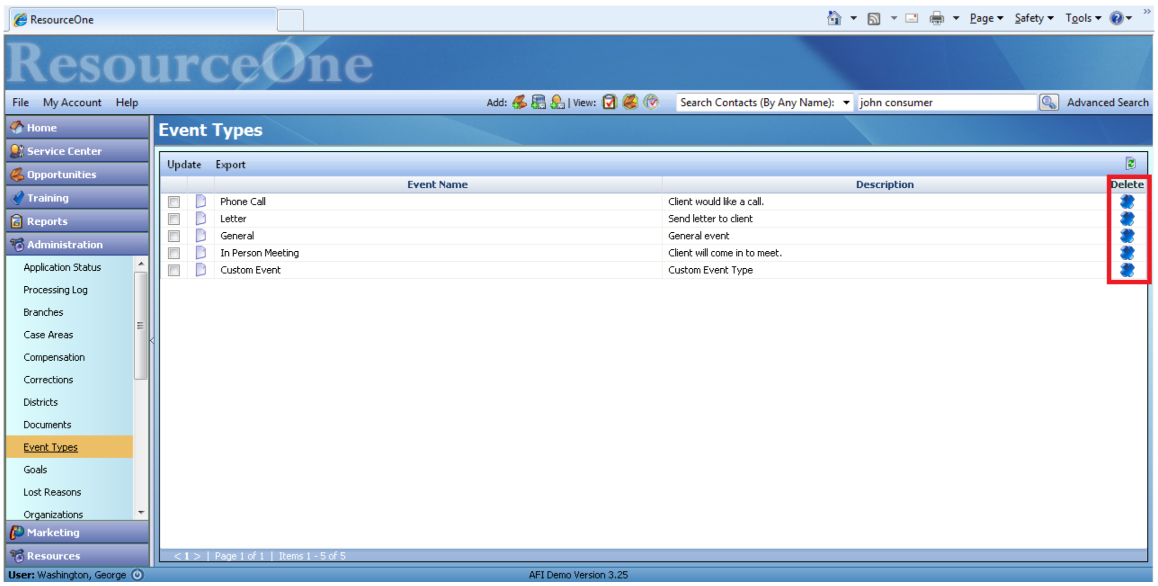
3. You can modify the event type name or description.

4. Select Save when your changes are complete.

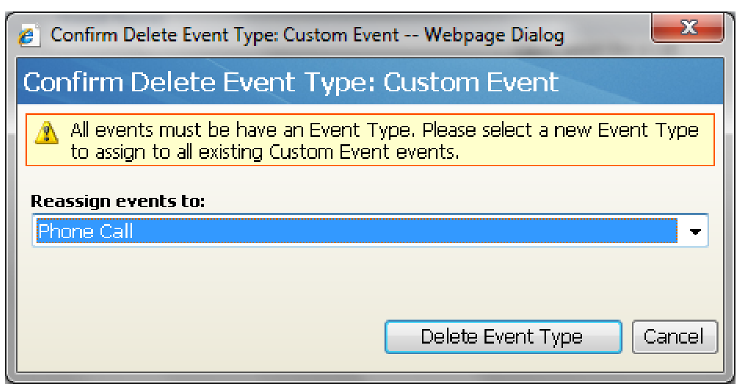


Deleting Event Types

Event types can be removed using the blue “X” on the right side of the Administration>Event Types page.



When deleting an event type you will be prompted to assign all events tied to the event type to another active event type with the following screen:



Goals Overview

ResourceOne allows you to establish goals for your users. Goals can be set for users, branches or roles. The goals system has great flexibility and many options to select from. Based on market research, we have identified 21 possible goal types under which you can set up many different goals. Any goal you set must be one of these types. The goal types are as follows:

NOTE: If a goal is set up for a branch, the goal numbers will be reflected on the Branch Performance Report.

Goal Type	Description	Samples (variables underlined)
Production	This goal will track the number of opened accounts or the total dollar amount for Production by Employee/Role/Branch.	Employee/Role/Branch should book 10 accounts this month. Employee/Role/Branch should book $100,000 worth of new accounts this quarter.
Product Type	Specify a product type (i.e. DDA or Loans) and you can set the goal based on the number of accounts or the total dollar amount opened within that Product type.	Employee/Role/Branch should book 50 new DDAs this Quarter. Employee/Role/Branch should book $1,000,000 worth of Loans this month.
Product	Specify a product (i.e. Basic Checking) and you can set the goal based on number of accounts or dollar amount opened.	Employee/Role/Branch should have 50 new Roth IRAs this month. Employee/Role/Branch should book $100,000 worth of 5 yr. CDs this month.
Referrals Sent	You can set the goal based on number of referrals sent by Product Type or Product (or all Product Types).	Employee/Role/Branch should send 10 Loan referrals this month.

Successful Referrals	You can set the goal based on number of accounts or dollar amount of successful referrals sent by Product Type or Product (or all Product Types). “Success” for an Integrated product means the account was booked on the core system as a result of the referral and matched in ResourceOne. “Success” for a Non-Integrated product means the referral was opened as an account in ResourceOne. All referrals, integrated or non-integrated, can be marked as successful if the qualified checkbox is selected. Your organization must turn this on (see Organizations in this guide).	Employee/Role/Branch should send 10 successful CD referrals this month. Employee/Role/Branch should send $100,000 worth of successful CD referrals this quarter.
Average $ per Account	Set a goal to track the Average Dollar Amount of production accounts by Product Type or Product.	Employee/Role/Branch should maintain an average of $10,000 for the product type of loans this year.
Average $ per Contact	Set a goal to track the Average Dollar Amount per contact. This goal will sum the total number of accounts opened by a user during a specified time period. Then divide by the number of contacts involved, resulting in an average $ amount by contact.	Employee/Role/Branch should maintain an average of $5,000 per contact this quarter
# of Days to Open a Referral	Set a goal for the average number of days when a referral was created and when the account should be opened. Referrals sent that do not become accounts (production) do not count toward this goal.	Loan referrals should not take more than an average of 25 days to turn into an account. CD referrals should not take more than an average of 10 days to turn into production.

Forecast Variance	The average number of days between the forecasted date of a pipeline and the actual account open date.	Employee/Role/Branch should maintain an average of a 5 day variance between the forecast date of his/her pipelines and the actual book date of the pipeline to a new account.
Net Opened Accounts	The number of new accounts opened subtracted by the number of accounts closed by Product Type or Product (or no product based filter)	Employee/Role/Branch needs to have a net gain of 5 new DDAs this month.
Events Occurred	Specify an event type (i.e. "Phone Call" or "In Person Meeting") and you can set the goal based on the number of events that have occurred.	Employee/Role/Branch should perform 50 phone calls per month.
Conditional Production	You can set the goal based on number of accounts or dollar amounts for the production created (opened accounts) that have also met a certain condition defined by your organization.	Employee/Role/Branch should book 10 accounts this month that have met the upsell condition, where conditional has been defined as an upsell. Employee/Role/Branch should book $100,000 worth of conditional Production this quarter, where conditional has been defined as an upsell.
Conditional Referrals Sent	Set goals for referrals that have been sent and that have also met a certain condition defined by your organization.	Employee/Role/Branch should send 10 Loan referrals this month that have met a certain condition. Employee/Role/Branch should send $100,000 worth of referrals this quarter that have met a certain condition.
Conditional Successful Referrals	Set goals for referrals that have become successful and have met a certain condition defined by your organization. Referrals become successful when	Employee/Role/Branch should send 10 successful CD referrals this month that also met a defined condition. Employee/Role/Branch should

	they have been marked as qualified, opened as production, or an in person meeting has occurred. Each depends on how your referrals are set up.	send <u>$100,000</u> worth of successful <u>CD</u> referrals this <u>quarter</u> that also met a defined <u>condition</u>.
# of Households	Set the total number of households that a User/Role/Branch should be managing.	<u>Employee/Role/Branch</u> should manage <u>10 households</u> for the <u>4th quarter</u>.
Avg. # of Services Per Household	Specify the number of unique product types that each household should have within a certain time period.	<u>Employee or Branch</u> should maintain and average of <u>2 product types</u> per household.
Total Growth Amount of Loan Business	This goal will sum the total amount for all Loans that are currently open. *This goal type does not allow you to select specific products or services when building the goal.	<u>Employee / Role / Branch</u> should have <u>$10,000</u> of <u>loans</u> open for the month of <u>November</u>.
Total Growth Amount of Deposit Business	This goal will sum the total amount for all Deposits that are currently open. *This goal type does not allow you to select specific products or services when building the goal.	<u>Employee / Role / Branch</u> should have <u>$10,000</u> of <u>deposits</u> open for the month of <u>November</u>.
# of New Households Added	This goal tracks the number of new accounts divided by the number of groups associated to the accounts within a specified date range.	<u>Employee / Role / Branch</u> should add <u>5</u> new households for the month of <u>November</u>.
# of New Households Lost	This goal tracks the number of lost accounts divided by the number of groups associated to the accounts within a specified date range.	<u>Employee / Role / Branch</u> should only lose <u>1</u> household for the month of <u>November</u>.
Product Type Category	Set a Production goal by Product Type Category (Loans, Deposits, or Other). This can be tracked by dollar amount or number of accounts.	<u>Employee / Role / Branch</u> should open <u>20 Loans</u> each <u>month</u>. <u>Employee / Role / Branch</u> should open <u>$100,000</u> worth of Deposits per <u>Quarter</u>.

Best Practices in Setting up Goals

Here are our recommendations for the best practices to set up your goals:

Understand the Goal Types

Only goals that fit within the twenty one defined goal types can be measured in ResourceOne. Spend some time reading the descriptions of each and understanding how your desired goals can be fit into this system. Please consult with CoreTrac Support if you are unclear about the goal types.

Create the Goals in ResourceOne

Role Based Goals First

It is much easier to create a standard set of goals for a particular role and then customize base goals as needed for users within the role. **NOTE:** If you customize a user, subsequent changes to the role goals will no longer apply to that user. Any additional modifications for that user must be made individually from that time forward, unless you reset them back to standard role goals.

Create User Goals as needed

After you have created your role based goals, modify more specific user goals as needed. You can add or remove goals for a user, or just change the goal targets. **NOTE:** Any additional modifications for a user with custom goals must be made individually, unless you reset them back to standard role goals.

Create Branch Goals as needed

Branch goals are independent of role or user goals. Branch goals represent the cumulative progress of all of the users in a particular branch.

Run Reports as needed

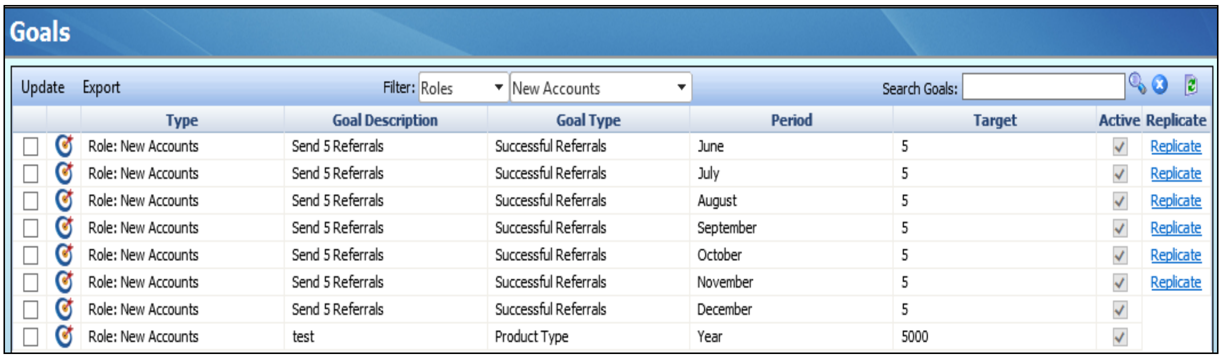
Each goal you set up has one of three possible time frames:

- Month
- Quarter
- Annual

After you set up your goals, you should wait until at least one day after the time frame has elapsed before running your reports. You can run reports during the time frame, but the progress toward the goal may change. Waiting until after the goal interval has elapsed ensures that the results are fixed. All goals are stored historically and can be accessed by reports.

Role Goals

Role Goals displays a list of goals set for the currently selected role (changed via the drop-down list in the top-center of the window). If you are an administrator this list contains all roles created for your organization.



		Type	Goal Description	Goal Type	Period	Target	Active	Replicate
		Role: New Accounts	Send 5 Referrals	Successful Referrals	June	5	✓	Replicate
		Role: New Accounts	Send 5 Referrals	Successful Referrals	July	5	✓	Replicate
		Role: New Accounts	Send 5 Referrals	Successful Referrals	August	5	✓	Replicate
		Role: New Accounts	Send 5 Referrals	Successful Referrals	September	5	✓	Replicate
		Role: New Accounts	Send 5 Referrals	Successful Referrals	October	5	✓	Replicate
		Role: New Accounts	Send 5 Referrals	Successful Referrals	November	5	✓	Replicate
		Role: New Accounts	Send 5 Referrals	Successful Referrals	December	5	✓	
		Role: New Accounts	test	Product Type	Year	5000	✓	

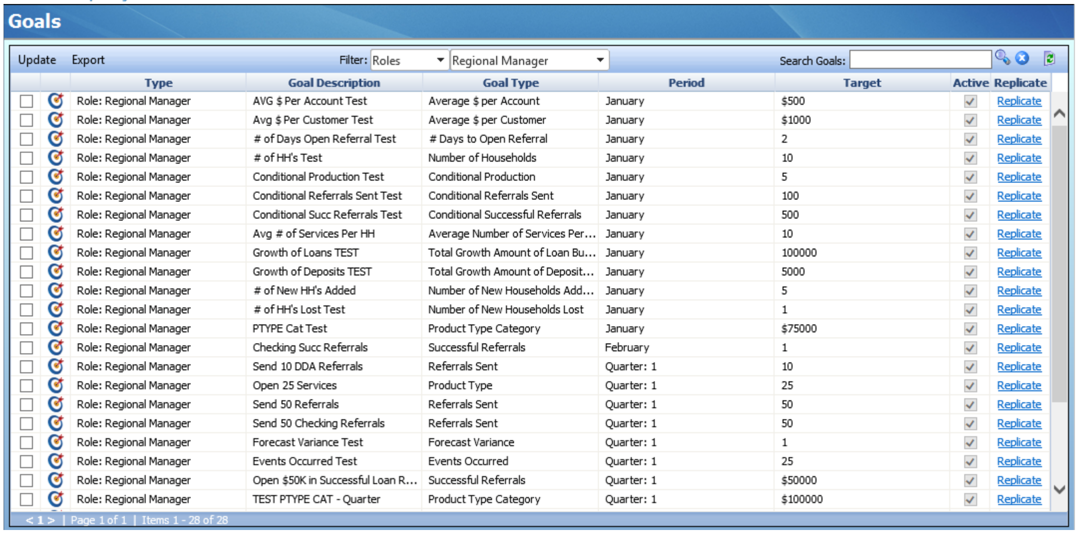
<u>Adding Role Goals</u>

From this page you can also add a new goal for the role by clicking the **Update** and then "Add New…".

<u>To add a Role Goal:</u>

1. Under **Administration**, go to **Goals** and click on the Roles drop down in the middle of the tool bar.

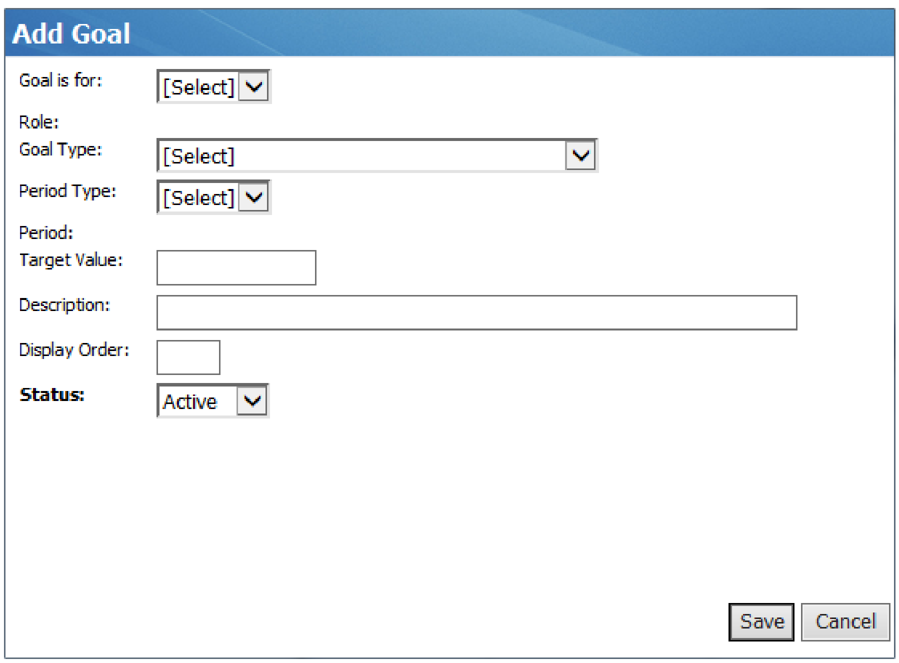
2. Next to the **Roles** dropdown, select the role for which you wish to set a goal.



Type	Goal Description	Goal Type	Period	Target	Active	Replicate
Role: Regional Manager	AVG $ Per Account Test	Average $ per Account	January	$500	✓	Replicate
Role: Regional Manager	Avg $ Per Customer Test	Average $ per Customer	January	$1000	✓	Replicate
Role: Regional Manager	# of Days Open Referral Test	# Days to Open Referral	January	2	✓	Replicate
Role: Regional Manager	# of HH's Test	Number of Households	January	10	✓	Replicate
Role: Regional Manager	Conditional Production Test	Conditional Production	January	5	✓	Replicate
Role: Regional Manager	Conditional Referrals Sent Test	Conditional Referrals Sent	January	100	✓	Replicate
Role: Regional Manager	Conditional Succ Referrals Test	Conditional Successful Referrals	January	500	✓	Replicate
Role: Regional Manager	Avg # of Services Per HH	Average Number of Services Per...	January	10	✓	Replicate
Role: Regional Manager	Growth of Loans TEST	Total Growth Amount of Loan Bu...	January	100000	✓	Replicate
Role: Regional Manager	Growth of Deposits TEST	Total Growth Amount of Deposit...	January	5000	✓	Replicate
Role: Regional Manager	# of New HH's Added	Number of New Households Add...	January	5	✓	Replicate
Role: Regional Manager	# of HH's Lost Test	Number of New Households Lost	January	1	✓	Replicate
Role: Regional Manager	PTYPE Cat Test	Product Type Category	January	$75000	✓	Replicate
Role: Regional Manager	Checking Succ Referrals	Successful Referrals	February	1	✓	Replicate
Role: Regional Manager	Send 10 DDA Referrals	Referrals Sent	Quarter: 1	10	✓	Replicate
Role: Regional Manager	Open 25 Services	Product Type	Quarter: 1	25	✓	Replicate
Role: Regional Manager	Send 50 Referrals	Referrals Sent	Quarter: 1	50	✓	Replicate
Role: Regional Manager	Send 50 Checking Referrals	Referrals Sent	Quarter: 1	50	✓	Replicate
Role: Regional Manager	Forecast Variance Test	Forecast Variance	Quarter: 1	1	✓	Replicate
Role: Regional Manager	Events Occurred Test	Events Occurred	Quarter: 1	25	✓	Replicate
Role: Regional Manager	Open $50K in Successful Loan R...	Successful Referrals	Quarter: 1	$50000	✓	Replicate
Role: Regional Manager	TEST PTYPE CAT - Quarter	Product Type Category	Quarter: 1	$100000	✓	Replicate

< 1 > | Page 1 of 1 | Items 1 - 28 of 28

3. Click **Update** then "New…".



4. Enter the Goal Type. **THIS IS A REQUIRED FIELD.**
5. Select the Period Type for which the goal applies.
   THIS IS A REQUIRED FIELD.
6. Enter the Target Type and Value. Remember, this number should take into account all of the users assigned to this role. An example for the Loan Officer role might be $50,000. While senior loan officers may have higher target dollars, this figure may be appropriate for the role in general. You can adjust the target amounts for seasoned employees individually after the goal framework is complete. **THIS IS A REQUIRED FIELD.**

7. Enter a description.

8. Display Order - this field determines the goals display order in the Opportunities > Performance window.

   If you are setting up a goal type with a period of monthly and if you want this particular goal type to always be in the top position, you would set the display order for each of the 12 goals to '1' because the goals will only display in their respective month. **THIS IS A REQUIRED FIELD.**

9. Select Product Type and Product (if applicable). **THIS IS A REQUIRED FIELD.**

10. Click SAVE.

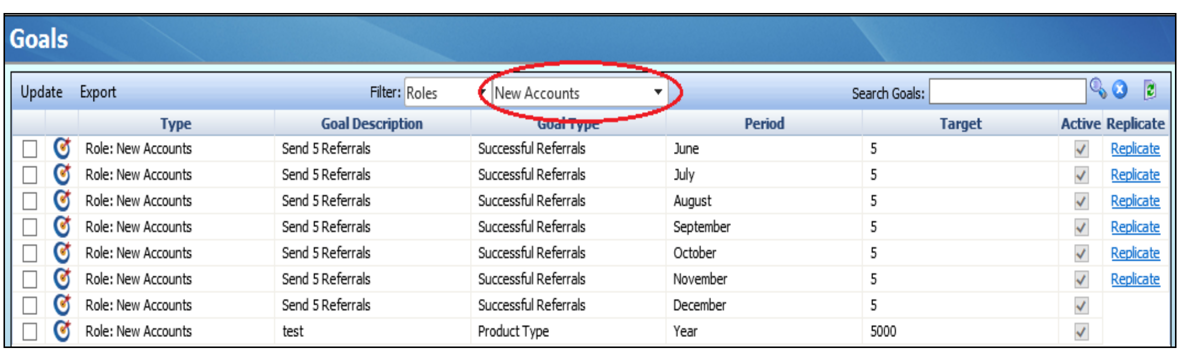
You will now see this role goal on the main **Goals** screen when you select the role from the drop down box.

VIEWING AND/OR EDITING ROLE GOALS

Existing role goals can be viewed by highlighting and clicking the selected goal's data. Goals can be removed from or added to user visibility by setting them to "inactive" or "active", respectively, at the bottom of the data form and clicking the "Save" button.

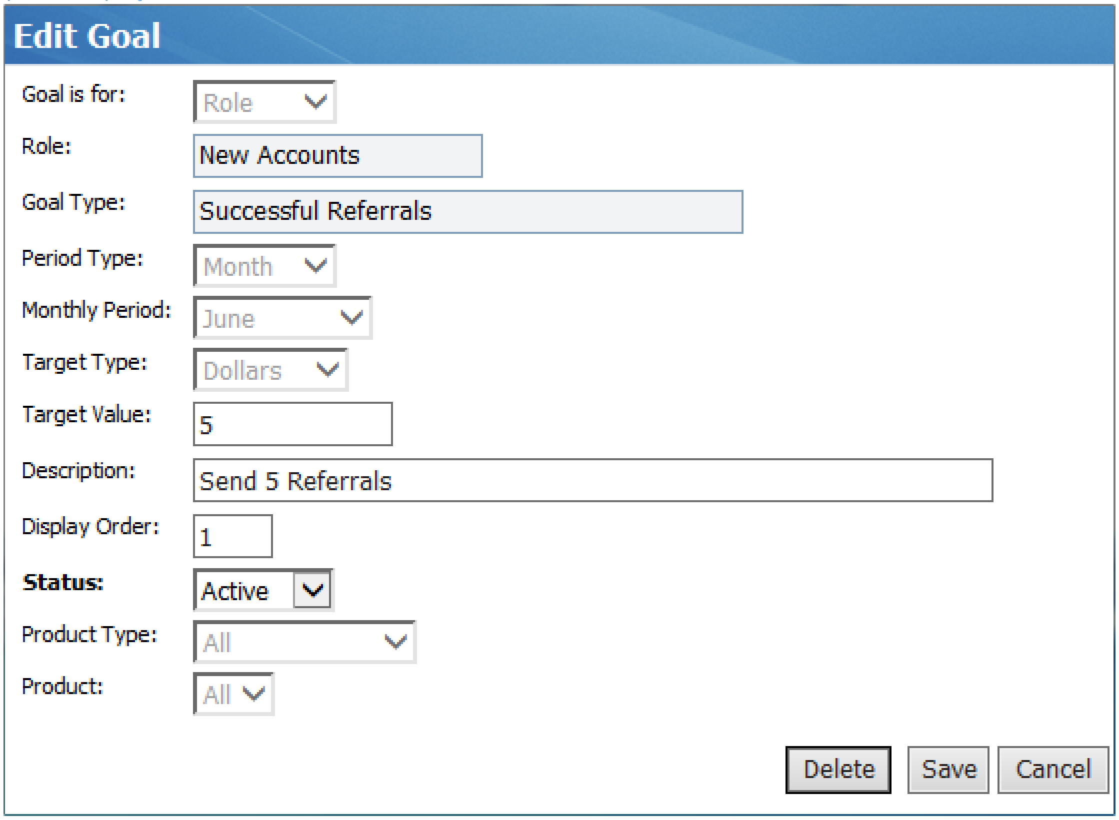
1. Under **Administration**, go to **Goals** and click on the Roles drop down in the middle of the tool bar.

2. Next to the **Roles** dropdown, select the role for which you wish to edit.



Type	Goal Description	Goal Type	Period	Target	Active	Replicate
Role: New Accounts	Send 5 Referrals	Successful Referrals	June	5	✓	Replicate
Role: New Accounts	Send 5 Referrals	Successful Referrals	July	5	✓	Replicate
Role: New Accounts	Send 5 Referrals	Successful Referrals	August	5	✓	Replicate
Role: New Accounts	Send 5 Referrals	Successful Referrals	September	5	✓	Replicate
Role: New Accounts	Send 5 Referrals	Successful Referrals	October	5	✓	Replicate
Role: New Accounts	Send 5 Referrals	Successful Referrals	November	5	✓	Replicate
Role: New Accounts	Send 5 Referrals	Successful Referrals	December	5	✓	
Role: New Accounts	test	Product Type	Year	5000	✓	

3. Click the name of the goal you wish to modify. The Edit Goal screen will display.



4. Make your changes as needed.

5. Click SAVE.

You will be taken back to the main **Goals** screen where you will see this role goal in the list displayed for this particular role.

User Goals

Set up goals by user when you want to customize goals for each user, as opposed to apply the same goals for all users in a role. We recommend that you start with Role based goals, and only change Users goals as needed, because it is significantly less manual work and reduces the chances for error.

Goals displays a list of goals set for the currently selected user (changed via the drop-down list in the upper-right corner of the window). This list contains all users for your organization. Goals can be entered for monthly, quarterly or annual periods.

Adding User Goals

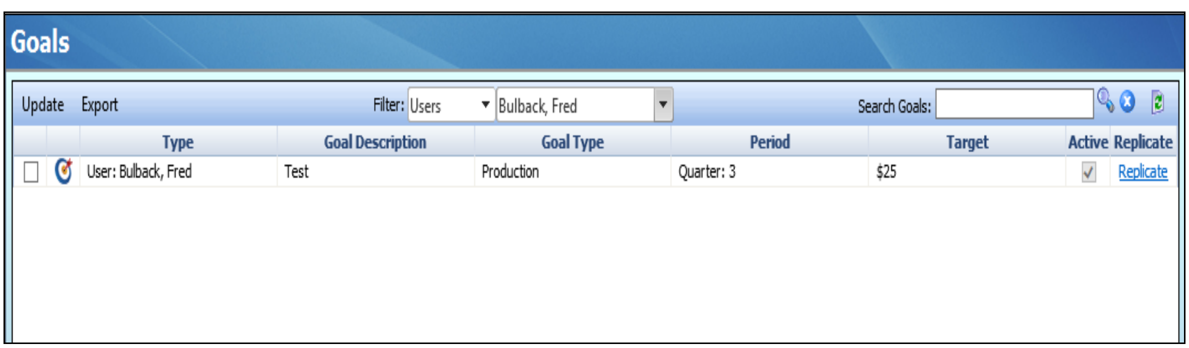
From this page the administrator can add a new goal for a user by simply clicking **Update** then "Add New…".

To add user goals:

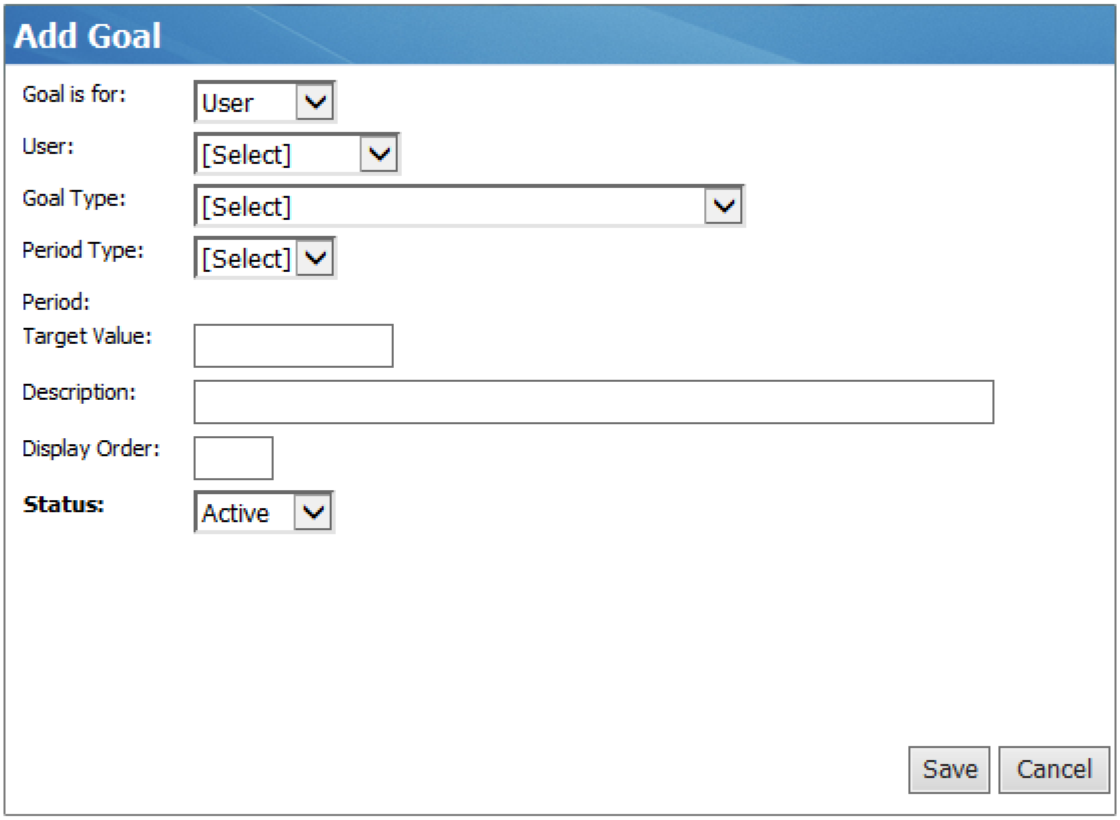
1. Under **Administration**, go to **Goals** and click on the Roles drop down in the middle of the tool bar.

2. Select **Users** in the Filter drop down**.**

3. In the dropdown menu, next to Filter, select the user you wish to set a goal for. Now go to Update in the top left and click on "New…" in the menu.



4. This will display the Add Goal screen.



5. In the **Goal is for:** drop down choose User from the drop down list.

6. In the **User:** drop down select the User you wish to create the new goal for

7. In the **Goal Type:** drop down select the type of goal you with to create. The following choices are dependent on this selection, e.g., a Target Type field may appear if certain goal types are selected. Goal Type descriptions are listed in the table above. **THIS IS A REQUIRED FIELD.**

8. In the **Period Type:** drop down select the time frame for which the goal applies. The period will default to current if Year is chosen; otherwise, you will need to select a period. **THIS IS A REQUIRED FIELD.**

9. In the **Target Value** field enter the value for the goal. **THIS IS A REQUIRED FIELD.**

10. In the **Description** field enter a description for the goal.

11. In the **Display Order** field enter a value that determines the goals display order in the Opportunities > Performance window.

If you are setting up a goal type with a period of, say, monthly, and if you want this particular goal type to always be in the top position, you would set the display order for each of the 12 goals to '1' because the goals will only display in their respective month.

12. In the **Product Type** drop down select the product from the drop down list. **THIS IS A REQUIRED FIELD.**

13. Click **SAVE**.

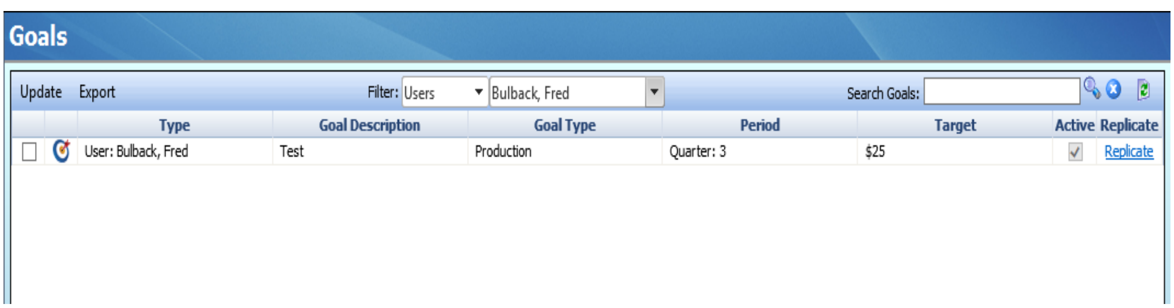
You will now see this user goal on the main **Goals** screen when you select the user from the drop down box.

VIEWING AND/OR EDITING EMPLOYEE GOALS

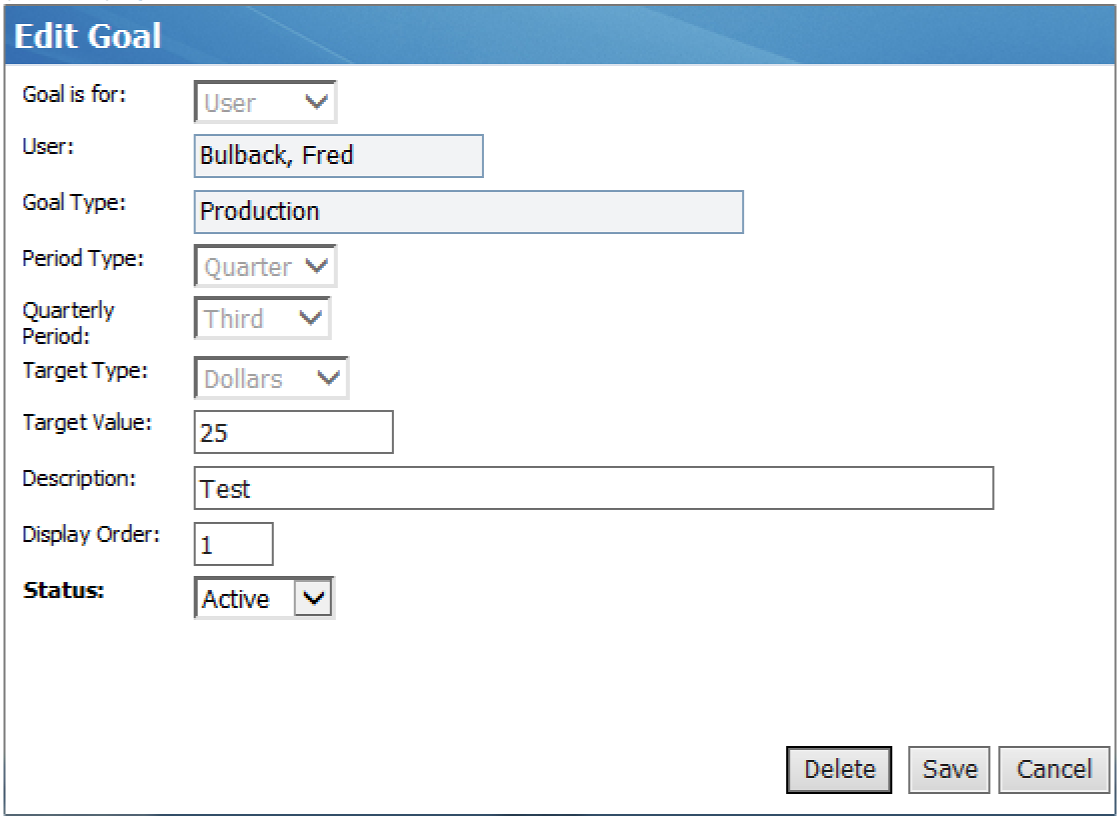
Existing employee goals can be viewed by highlighting and clicking the selected goal's data. Goals can be removed from or added to user visibility by setting them to "inactive" or "active", respectively, at the bottom of the data form and clicking the "Save" button.

1. Under **Administration**, go to **Goals**.

2. With Users selected in the **Filter** drop down, select the employee for which you wish to modify a goal.



3. Click the name of the goal you wish to modify. The Edit Goal screen will display.



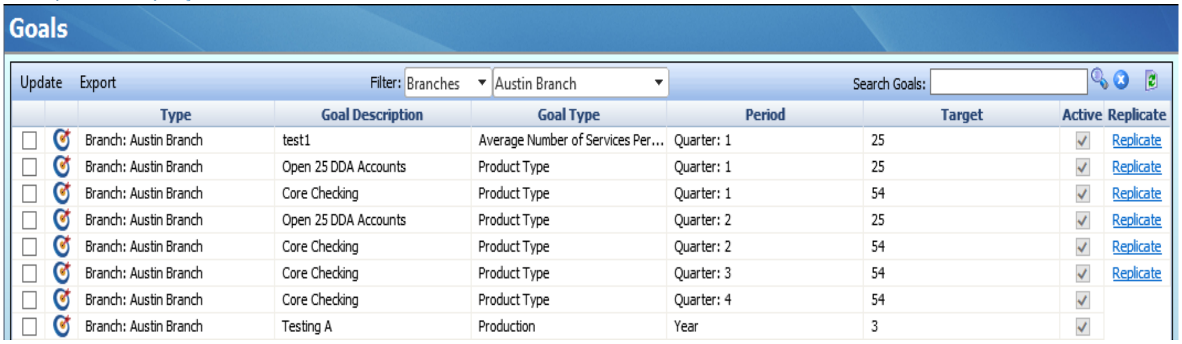
4. Make your changes as needed.

5. Click SAVE.

You will be taken back to the main Goals screen where you will see this employee goal in the list displayed for this particular employee.

Branch Goals

Branch Goals display a list of goals set for the currently selected branch (changed via the drop-down list in the middle of the Goals tool bar). If you are an administrator this list contains all branches for your organization.



		Type	Goal Description	Goal Type	Period	Target	Active	Replicate
		Branch: Austin Branch	test1	Average Number of Services Per...	Quarter: 1	25	✓	Replicate
		Branch: Austin Branch	Open 25 DDA Accounts	Product Type	Quarter: 1	25	✓	Replicate
		Branch: Austin Branch	Core Checking	Product Type	Quarter: 1	54	✓	Replicate
		Branch: Austin Branch	Open 25 DDA Accounts	Product Type	Quarter: 2	25	✓	Replicate
		Branch: Austin Branch	Core Checking	Product Type	Quarter: 2	54	✓	Replicate
		Branch: Austin Branch	Core Checking	Product Type	Quarter: 3	54	✓	Replicate
		Branch: Austin Branch	Core Checking	Product Type	Quarter: 4	54	✓	
		Branch: Austin Branch	Testing A	Production	Year	3	✓	

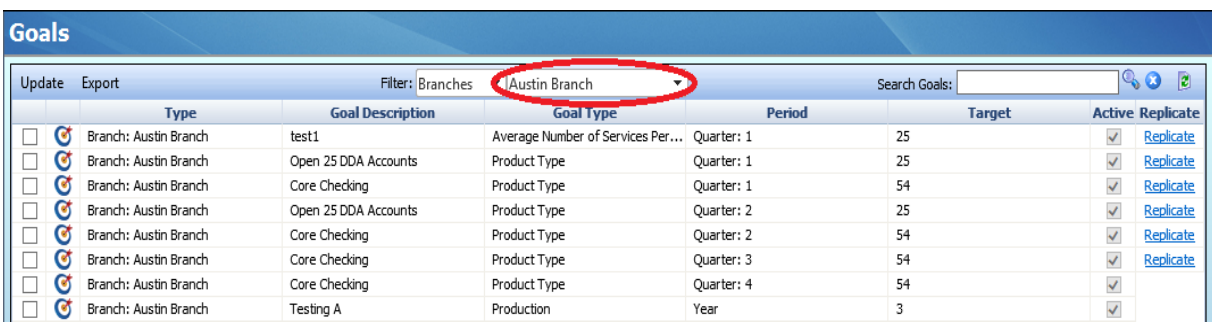
Adding Branch Goals

From this page you can also add a new goal for the branch by clicking **Update** and then "Add New...".

To add a Branch Goals:

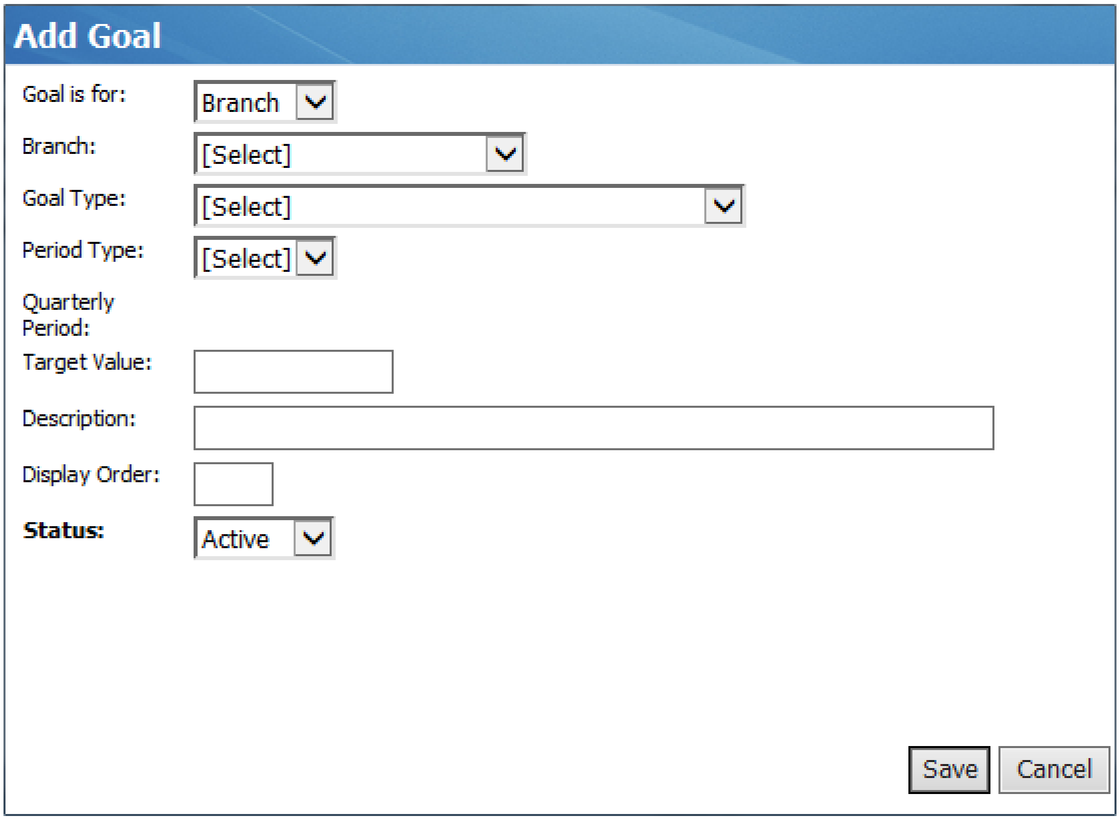
1. Under **Administration**, go to **Goals** and click on the Branches drop down under Filter.

2. Select the Branch you want to set a goal for under the drop down next to Filter. Under **Update** select "New..." to add a goal.



		Type	Goal Description	Goal Type	Period	Target	Active	Replicate
		Branch: Austin Branch	test1	Average Number of Services Per...	Quarter: 1	25	✓	Replicate
		Branch: Austin Branch	Open 25 DDA Accounts	Product Type	Quarter: 1	25	✓	Replicate
		Branch: Austin Branch	Core Checking	Product Type	Quarter: 1	54	✓	Replicate
		Branch: Austin Branch	Open 25 DDA Accounts	Product Type	Quarter: 2	25	✓	Replicate
		Branch: Austin Branch	Core Checking	Product Type	Quarter: 2	54	✓	Replicate
		Branch: Austin Branch	Core Checking	Product Type	Quarter: 3	54	✓	Replicate
		Branch: Austin Branch	Core Checking	Product Type	Quarter: 4	54	✓	
		Branch: Austin Branch	Testing A	Production	Year	3	✓	

3. The “Add Goal” screen will display.



4. Enter the Goal Type. **THIS IS A REQUIRED FIELD.**

5. Select the Period Type for which the goal applies. **THIS IS A REQUIRED FIELD.**

6. Enter the Target Type and Value. Remember, this number should take into account all of the users in the branch. So if you expect each user of a branch to create $50,000 in new business, and there are 5 users in the branch, the production goal would be $250,000. **THIS IS A REQUIRED FIELD.**

7. Enter a description.

8. Display Order - this field determines the goals display order in the Opportunities > Performance window.

If you are setting up a goal type with a period of monthly and if you want this particular goal type to always be in the top position, you would set the display order for each of the 12 goals to '1' because the goals will only display in their respective month. **THIS IS A REQUIRED FIELD.**

9. Select Product Type and Product (if applicable). **THIS IS A REQUIRED FIELD.**

10. Click SAVE.

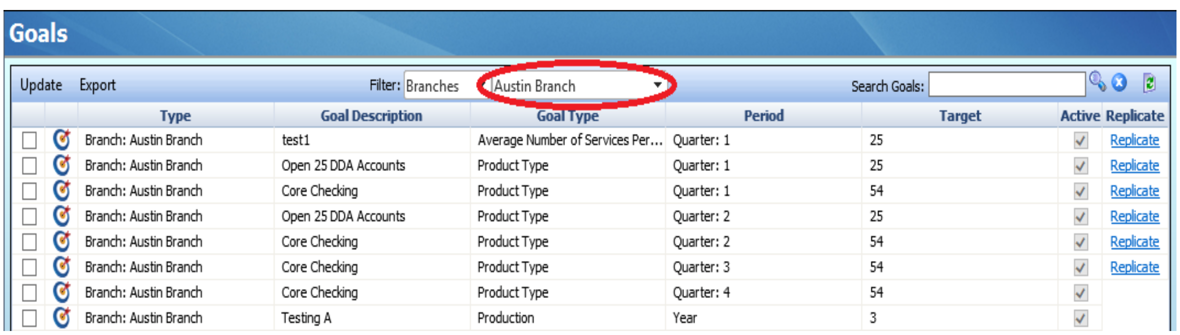
You will now see this branch goal on the main **Goals** screen when you select the branch from the drop down box.

VIEWING AND/OR EDITING BRANCH GOALS

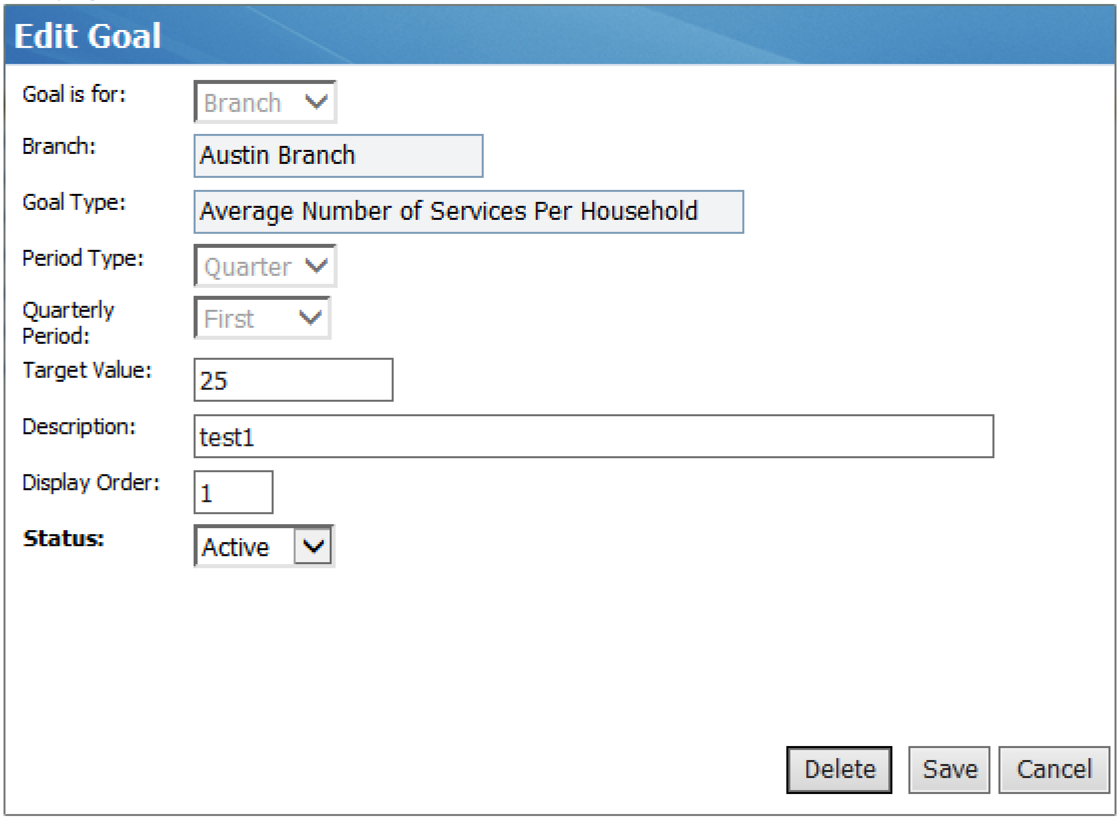
Existing branch goals can be viewed by highlighting and clicking the selected goal's data. Goals can be removed from or added to user visibility by setting them to "inactive" or "active", respectively, at the bottom of the data form and clicking the "Save" button.

1. Under **Administration**, go to **Goals** and click on the Branches drop down under Filter.

2. In the **Branches** dropdown, in the middle of the screen, select the branch for which you wish to modify a goal.



3. Click the name of the goal you wish to modify. The Edit Goal screen will display.



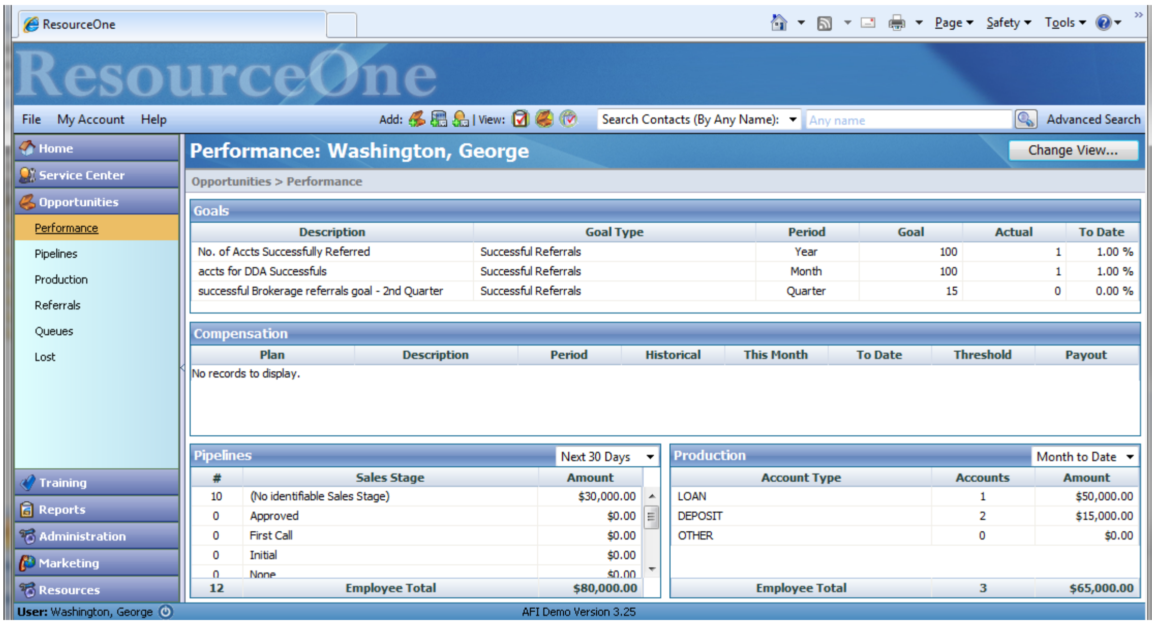
4. Make your changes as needed.

5. Click SAVE.

You will be taken back to the main Goals screen where you will see this branch goal in the list displayed for this particular branch.

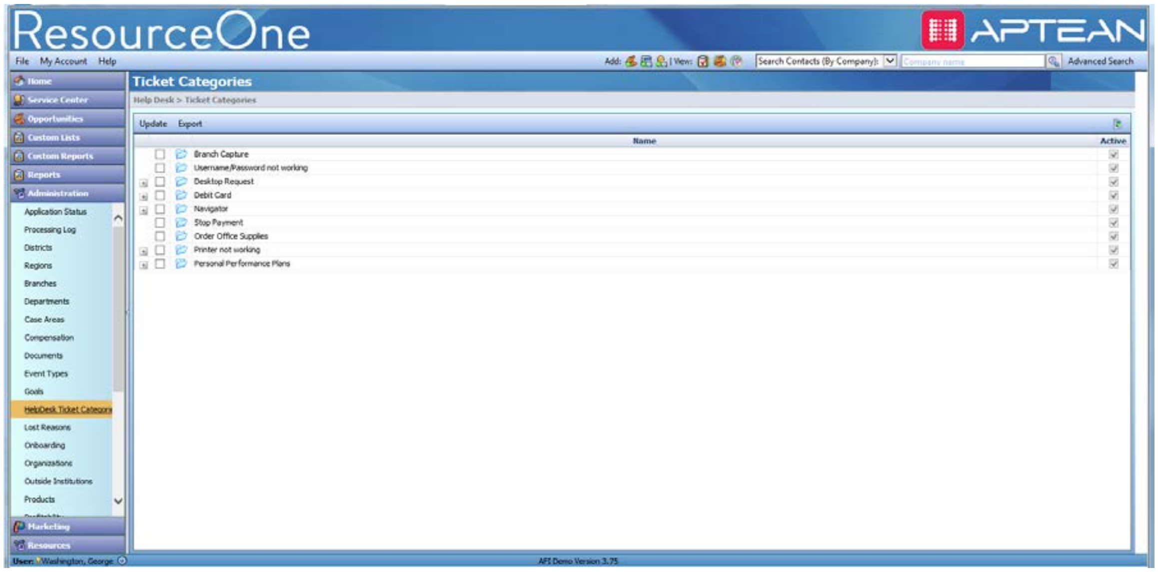
View Goals

Once the goals are created for a user they will see them listed in the display order you indicated in the Opportunities > Performance window. Here is a sample view:



Help Desk Ticket Categories

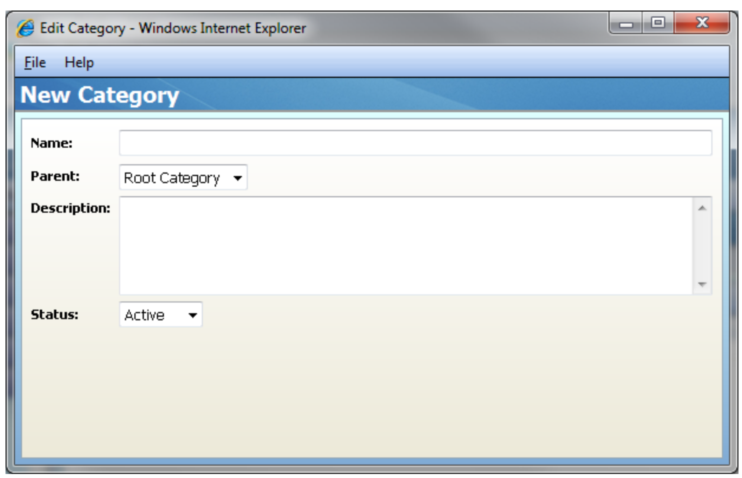
This feature allows you to create new categories to use when creating Help Desk tickets. These categories will help define the nature of the ticket.



ADDING HELP DESK TICKET CATEGORIES

To add a new category:

1. Select the Help Desk Ticket Categories link from the Administration menu.
2. Select the “Update>New Category…” menu and the New Category screen will appear.

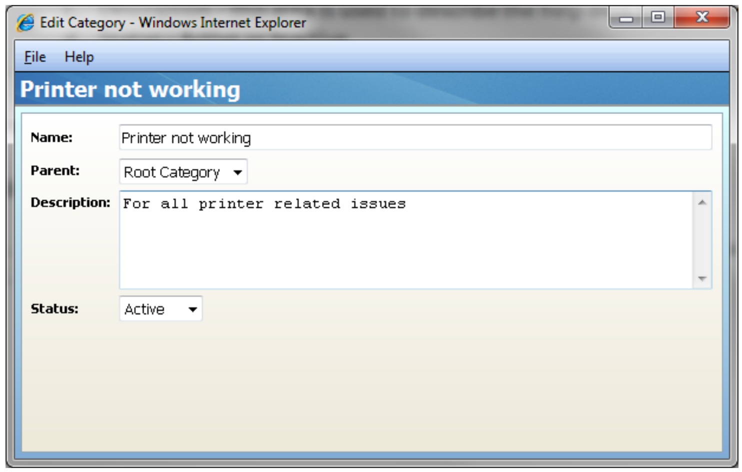


   a. Name – name of ticket category
   b. Parent – this will determine if the category is the root or a subcategory (meaning it’s part of another root category)
   c. Description – this area is used to describe the help desk ticket category
   d. Status – Active or Inactive
3. Select the File menu and Save

Editing Help Desk Ticket Categories

To edit a category:

1. Select the Help Desk Ticket Categories link from the Administration menu.
2. Select the "  " icon and the Edit Category screen will appear.

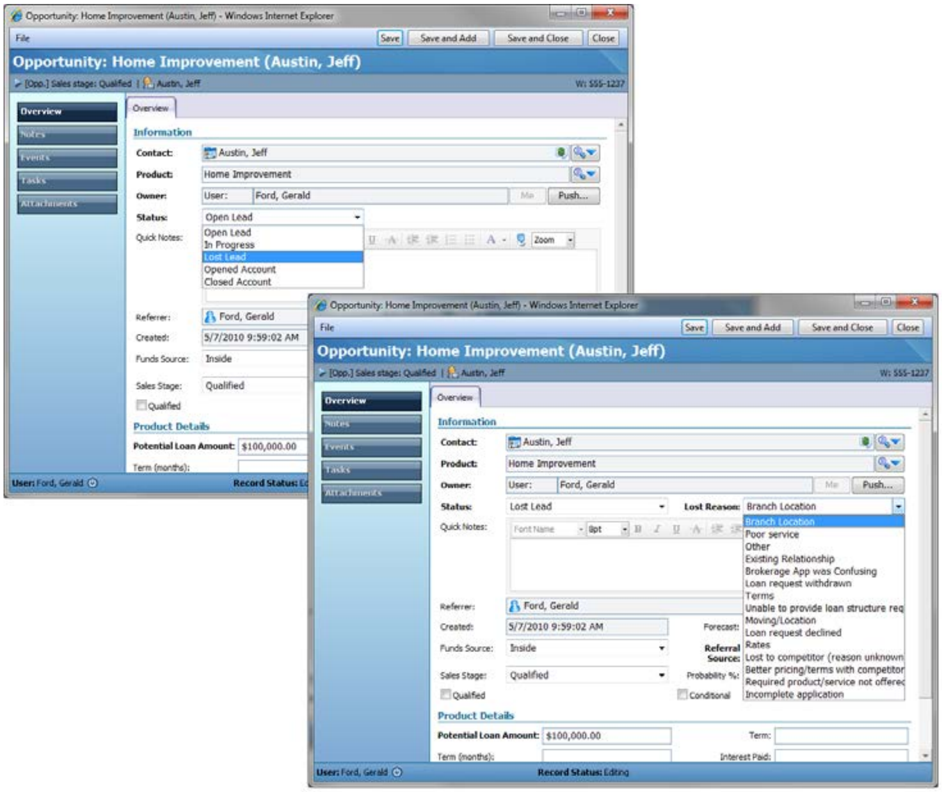


3. Make any necessary edits and select the File menu and Save.

Lost Reasons

Lost Reasons are displayed in the Reason dropdown list when the status of "Closed Account" for a production activity or "Lost Lead" for a pipeline been selected. The status of "Closed Account" is only available for those products that are non-integrated. See figures below.

An Aptean Company

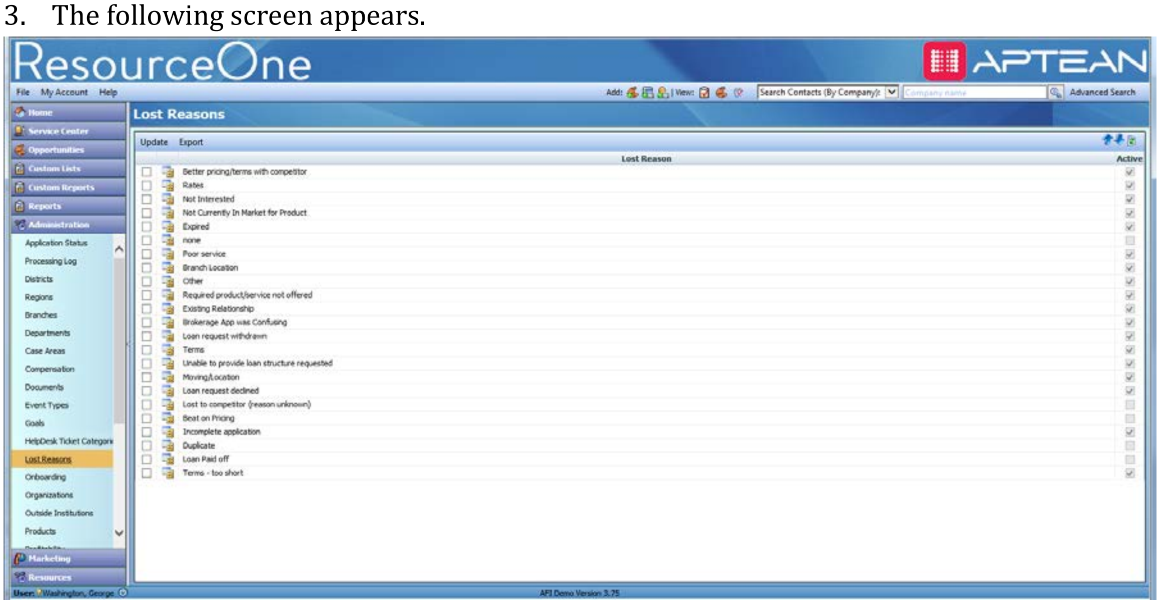


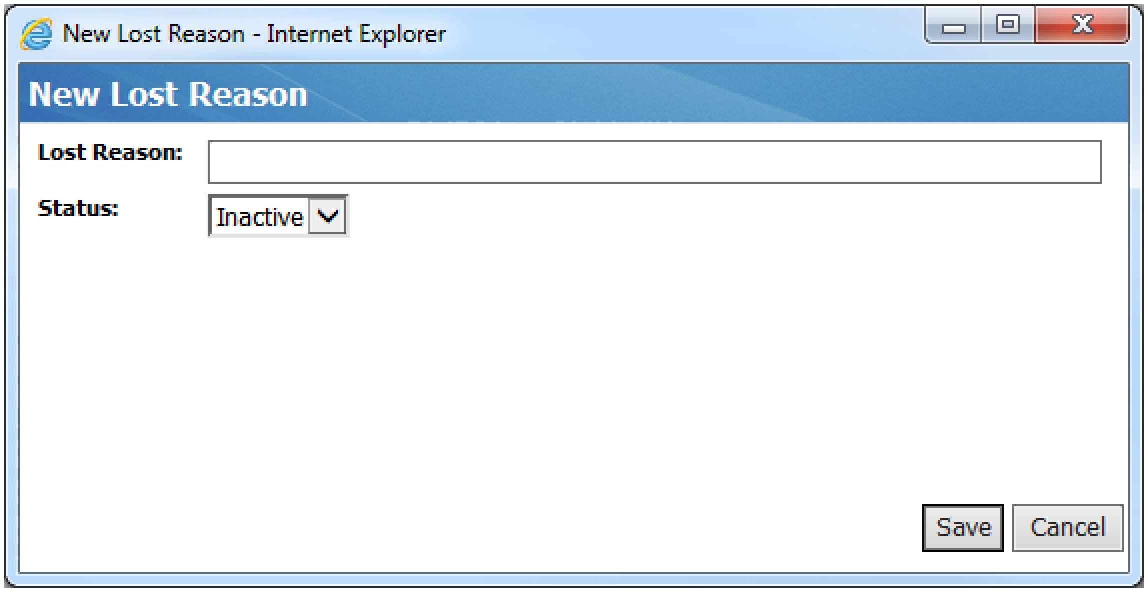
ADDING LOST REASONS

To add a Lost Reason:

1. Under Administration, click Lost Reasons.

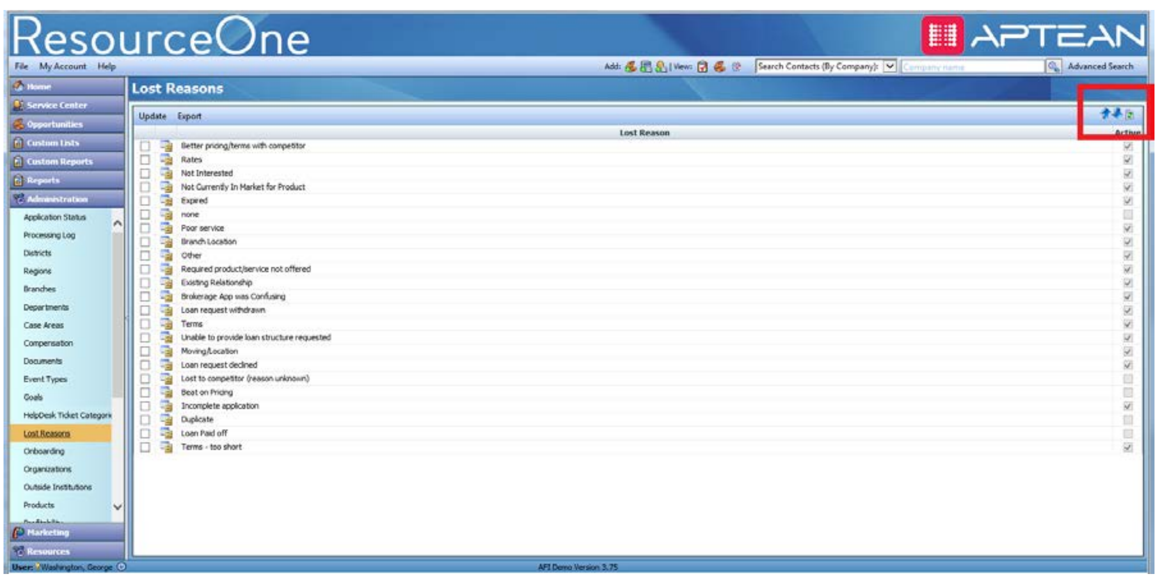
2. Click on Update>New… located in the upper left hand corner of the screen.
3. The following screen appears.





- The Lost Reason field is the title of the lost reason and is displayed in the dropdown list.
- The Status will indicate if the Lost Reason is Active or Inactive. Active Lost Reasons appear in the dropdown menu for end users, whereas Inactive Lost Reasons do not.
- Click Save when you are done.

4. The Sort Order can be defined by using the up/down arrows on the right side of the screen.

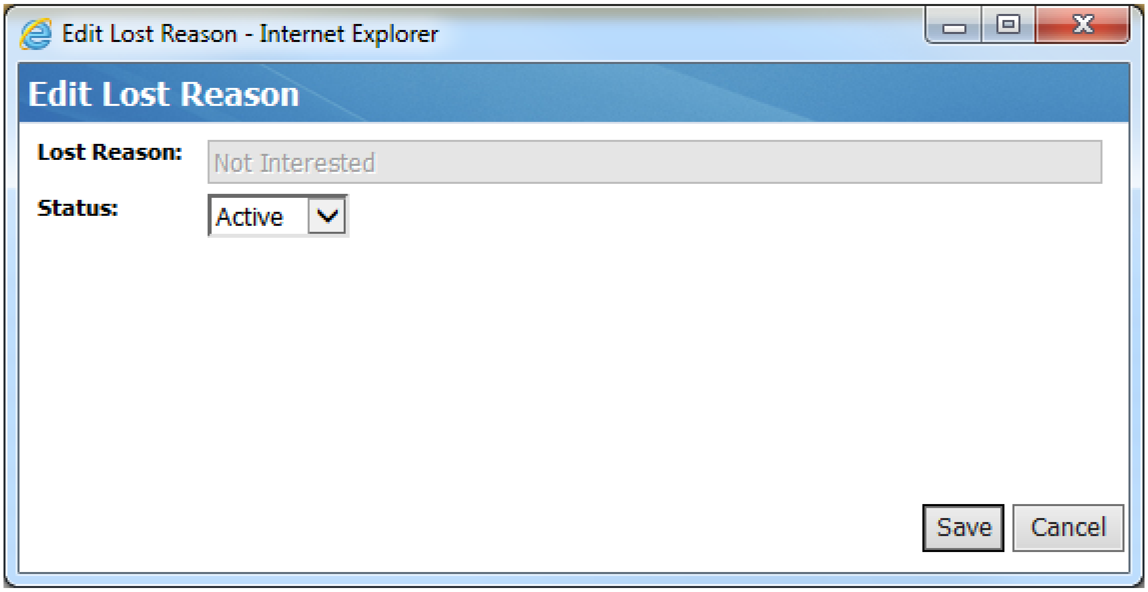


DEACTIVATING LOST REASONS

1. Under Administration, click Lost Reasons.

2. Click on the Lost Reason from the list that you are going to deactivate.

3. The following screen will appear.



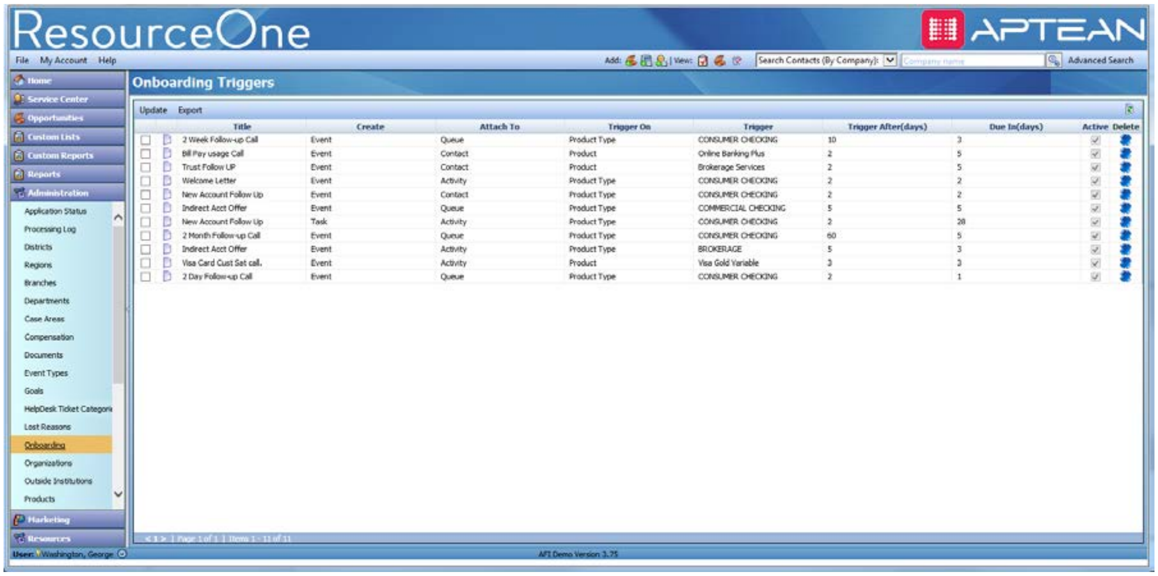
4. Select Inactive from the Active dropdown list.

5. Click Save.

The name of a Lost Reason cannot be changed. If you wish to edit a lost reason, you will need to inactivate it and add a new one. This is necessary in order to preserve historical data.

ONBOARDING

Onboarding is the process of laying a solid foundation in the early days of a new client relationship and welcoming the new client with special offers for services, constant communications for any support issues, and any follow-up inquiries. The ResourceOne Onboarding functionality distributes events, notes or tasks to an account owner or queues by creating a series of triggers.



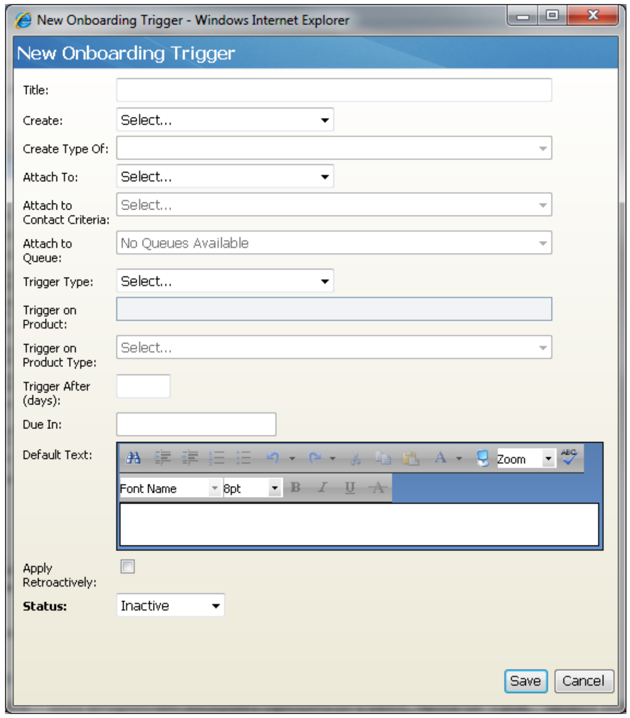
When selecting the Onboarding administrative link the main page displays the following information:

- Title – Name of trigger.
- Create – the activity that needs to be generated once the account is opened.
- Attach To – this will either send the event, note or task to a queue or assign the activity to a user.
- Trigger On – this identifies that the onboarding activity is generated when a product or products within a product type are opened.
- Trigger – outlines the product type or product used to define the trigger.
- Trigger After (days) – this is the number of days (after the account opens) when the activity will be distributed.
- Due In (days) – this is the number of days provided to complete the activity after it has been assigned.
- Active – the trigger is either active or inactive.
- Delete – the blue "x" allows you to delete the trigger.

CREATE A NEW ONBOARDING TRIGGER

- Using the Update menu select "New Onboarding Trigger…"

- The “New Onboarding Trigger” window will appear.

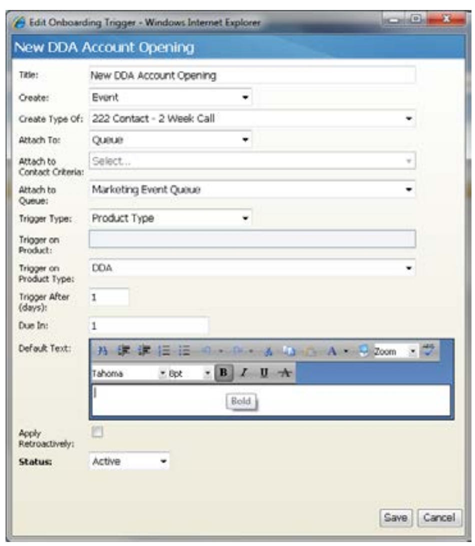


- Title – the name of your onboarding trigger.
- Create – this dropdown includes options of Event, Note or Task. Select the activity you wish to automatically generate with this trigger.
- Create Type of – if you select “Event” in the Create dropdown, this dropdown menu will activate with the list of your event types. Select which event type you would like the trigger to generate.
- Attach To – this includes options of Activity, Contact or Queue. The event, task or note will be appended to the account record, contact record or sent to the queue.
- Attach to Contact Criteria – when the “Contact” option is selected in the Attach To menu, this dropdown menu will activate. This dropdown will include all marketing lists defined in your Marketing Manager module. The event, task or note will be appended to only the contacts in your list if you make a selection in this menu.
- Attach to Queue – when the “Queue” is selected in the Attach To menu and you are creating Events or Tasks (notes cannot be queued), then you can choose which event or task queue you’d like to use.
- Trigger Type – you can choose to use a product or product type as the trigger to create the event, tasks or notes.
- Trigger on Product – if you choose a trigger type of product you will use this field to identify which product to include.
- Trigger on Product Type – if you choose a trigger type of product type you will use this dropdown to identify which product type to include.

- Trigger After (days) – this value equals the number of days post account opening before the activity is added to ResourceOne.
- Due In – this value equals the number of days until the activity is due to be completed once it has been added to ResourceOne.
- Default Text – this is the default note that will append to the activity added to ResourceOne.
- Apply Retroactively – this is an option that will apply the trigger to all previous production that matches the same product or product type. This will only apply to production opened within the timeframe of your “Trigger After” setting. For example, if you set your “Trigger After” to 1, only the correct products opened within the last day will automatically receive the onboarding activity.
- Status – select Inactive or Active from the dropdown menu.

Edit an Onboarding Trigger

- Select the Onboarding link within the Administration menu.
- Your list of Onboarding triggers will appear to the right. Select the trigger you wish to modify using the “ ” icon.
- The onboarding trigger screen will appear.



- Modify all fields necessary and select Save to save your changes.

Delete an Onboarding Trigger

- Select the Onboarding link within the Administration menu.
- Your list of Onboarding triggers will appear to the right.
- Select the blue X icon ( ) to remove your trigger.

NOTE: The onboarding process utilizes a job that runs each night, so once your triggers are defined the job will begin adding activities when applicable.

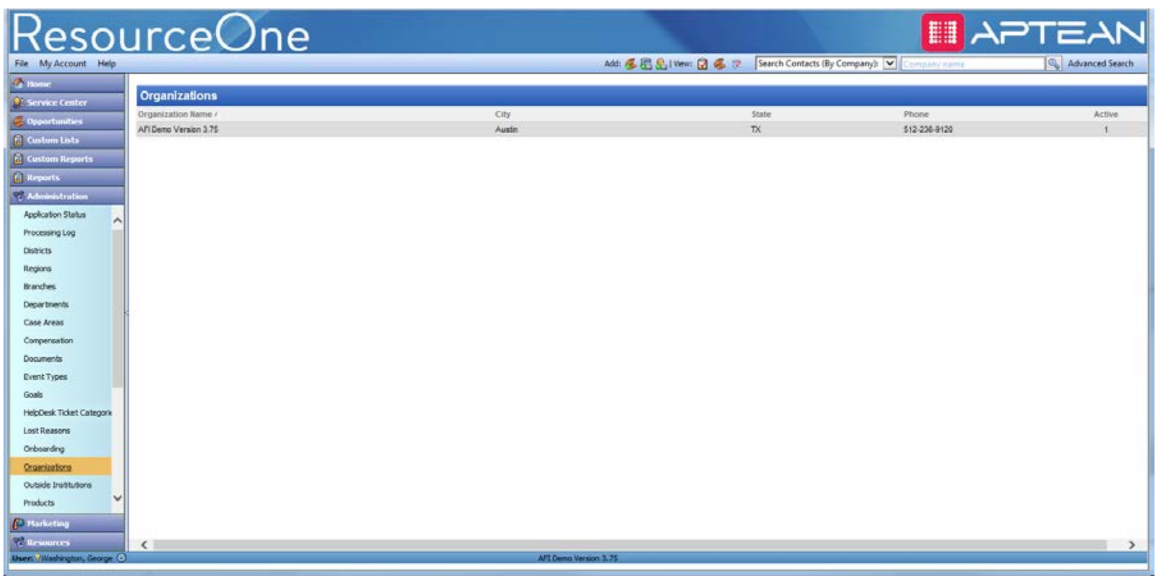
ORGANIZATIONS

Organizations displays the name of your financial institution currently registered with this instance of ResourceOne. Click the financial institution name to update the organization's information. Most of the information does not change on a regular basis with the exception of the Welcome Message.

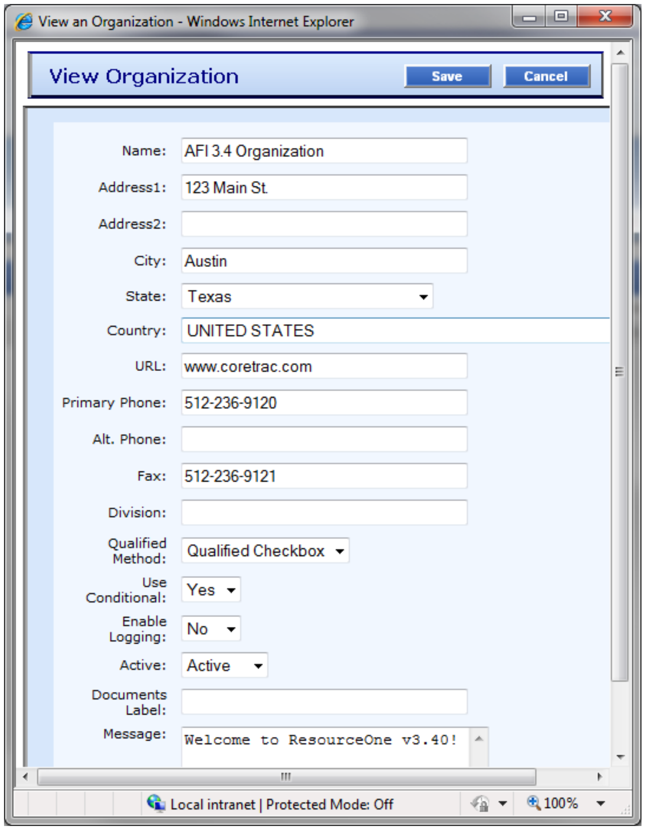
EDITING ORGANIZATION INFORMATION

To edit organization information:

1. Under **Administration**, click **Organization**.



2. Click your organization's name. This will display the View Organization screen where you can view or edit the organization information.



3. Modify the information as needed.

4. Click Save.

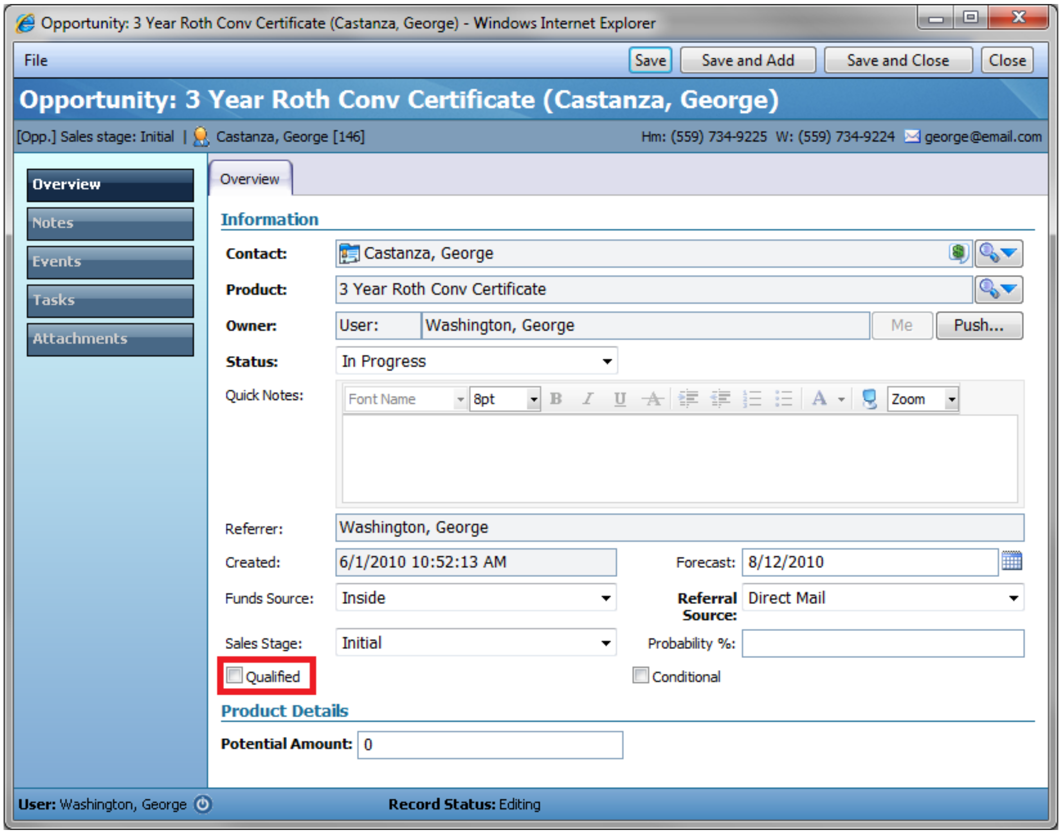
Organization Level Settings

There are a few fields on the Organizations screen that allow you to apply global settings to ResourceOne. These settings are described below.

Qualified Method

An organizational level setting called "Qualified Method" is available to streamline how a user receives "Successful Referral" credit. Typically, referrals for integrated products (standard banking products like Checking, Savings, Loans, etc.) are considered "Successful" if they became a booked account. If this is true for your organization, then the default setting in ResourceOne will apply. However, one of two additional alternatives can be activated that will assign "Successful" credit even if the opportunity does not become production.

If you enable the "**Qualified Checkbox**" setting, a checkbox displays on the Edit Pipeline screen that the pipeline owner can check to indicate the referral is successful.



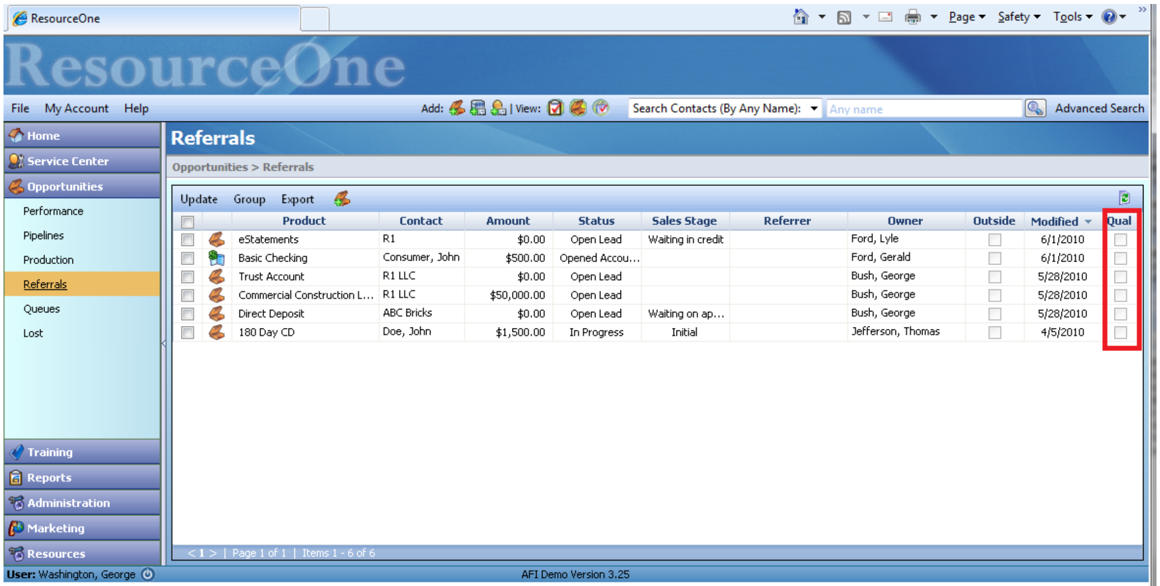
This checkbox applies to both integrated and non-integrated products. This is significant because now a user gets "Successful Referral" credit as soon as the qualified box is checked, and retains that credit whether the business is booked or lost.

If this setting is enabled, a user will still get credit on either integrated or non-integrated referrals that become booked business whether the qualified flag is checked or not.

If you enable the "**In Person Event**", setting then a user will receive successful referral credit when an "In Person Meeting" event is scheduled and marked as completed.

If this setting is enabled, a user will still get credit on either integrated or non-integrated referrals that become booked business whether the qualified flag is checked or not.

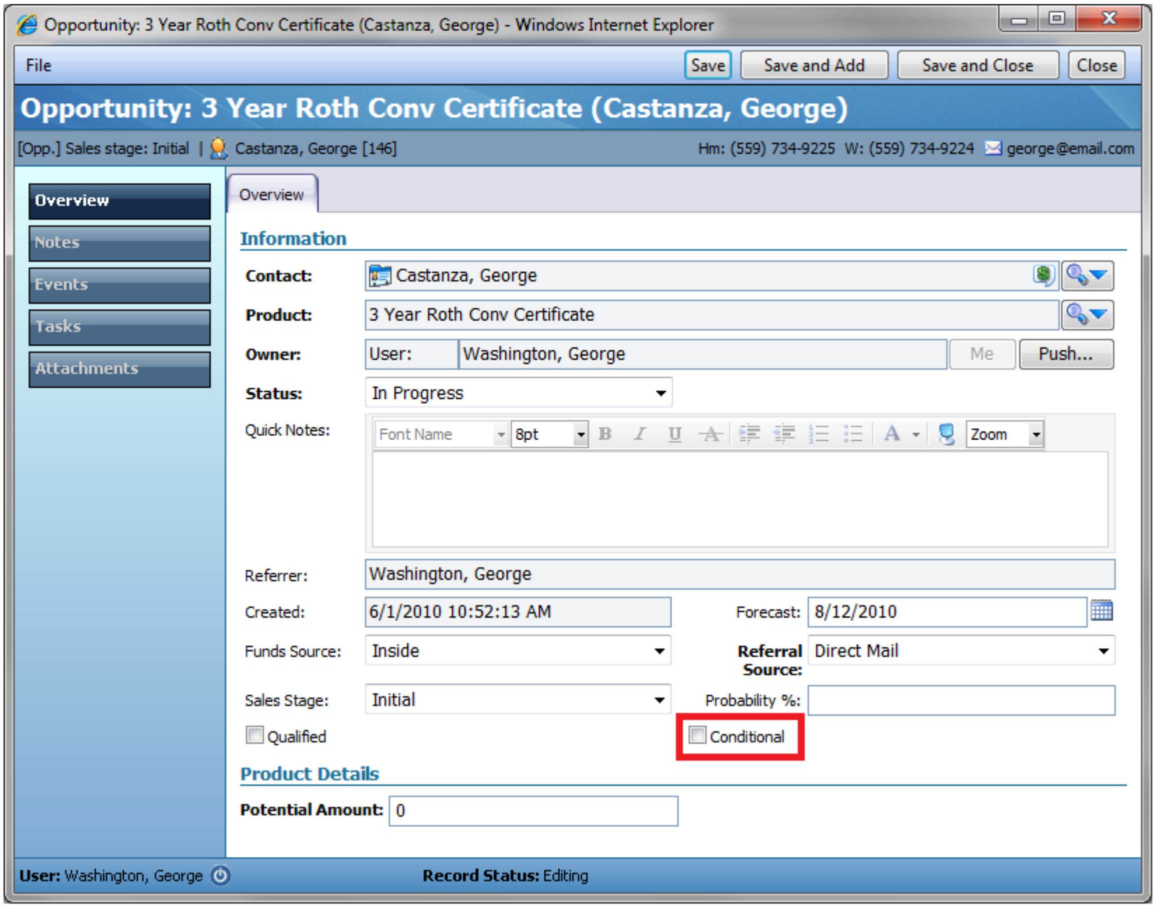
The following screenshots display examples of how the Opportunities>Referrals and Referral reports display Qualified Referrals.



Use Conditional

The Use Conditional field, located on the View Organization screen, can be set to either Yes or No. When set to Yes, your users will see a checkbox on all activity screens (Send Referral, Add and Edit Pipeline and Production).

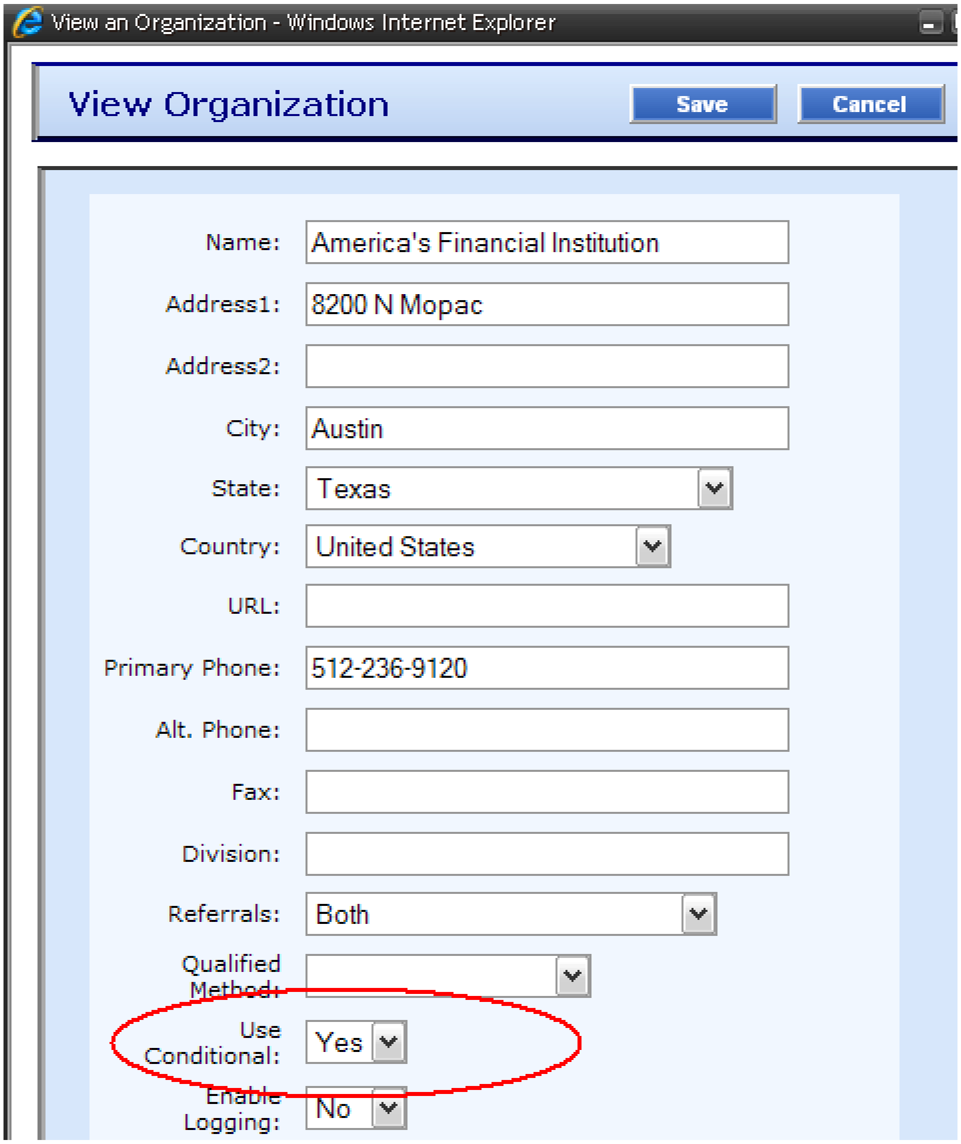
NOTE: When modifying the setting of the conditional checkbox the application will need to be reset for the change to take effect. Please see the Administration>Application Status section for more information.



When set to No, your users will not see this checkbox.

NOTE: When modifying the setting of the conditional checkbox the application will need to be reset for the change to take effect. Please see the Administration>Application Status section for more information.

The meaning of the conditional checkbox is defined by your institution. It was designed originally because many institutions wanted an easy way to identify a cross-sell. If your institution intends to use it similarly you would train your users that when the referral, pipeline or production they are working is a true cross-sell (by your own definition) then the user should check the box. Then, you can set up Compensation Plans that provide different payout values for activities that are or are not "conditional".



Another possible definition that could work in this model would be to use the conditional checkbox to indicate whether the activity is for a new client versus existing client. Many institutions have expressed an interest in differentiating one versus the other, and paying compensation accordingly.

If you choose to use this checkbox, please ensure all users understand your organization's definition of Conditional, such as the two examples provided above, train your staff to check the box at the right time, and set up compensation plans that reward users accordingly.

Enable Logging

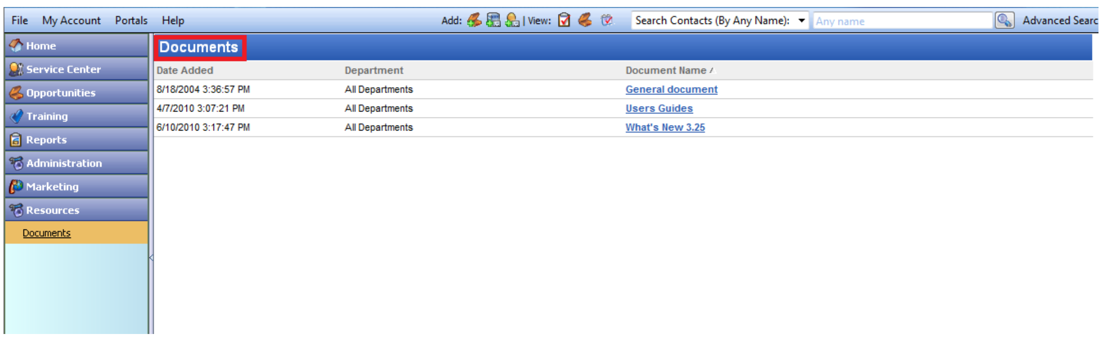
For use by CoreTrac Support only.

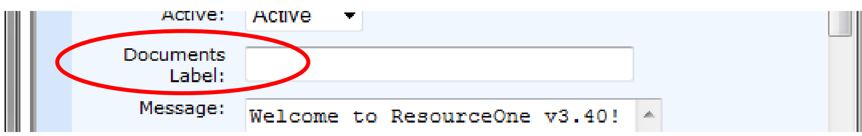
Active

For use by CoreTrac Support only.

Documents Label

You can change the label of the Administration>Documents screen as shown in the image below.





Message

There is one field inside **Organization** which you may choose to change on a daily basis: Message. You can change the Message text every day to reflect any new message that users should see.

Click SAVE to save your changes.

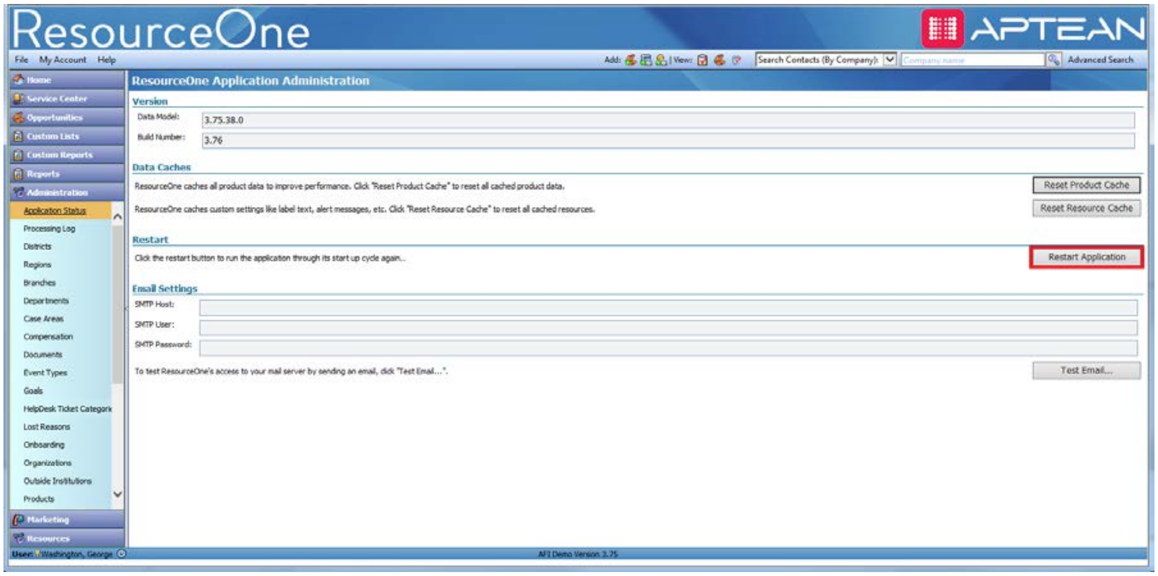
NOTE: You can format your message with HTML tags to make it more noticeable.

Once you save your changes, you will need to reset the application and the message will appear in the ResourceOne Home dashboard.

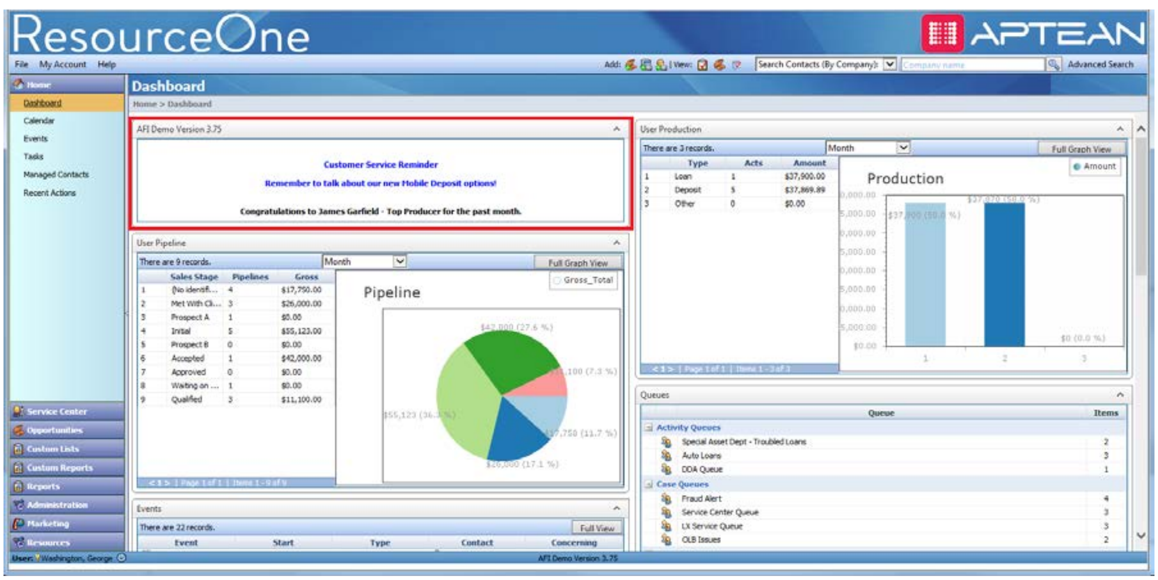
To Reset the Application, go to Administration>Application Status and select the “Restart Application” button.

NOTE: If you do not use Single Sign On then all users currently logged into ResourceOne will be required to login again when the application restarts. For those organizations using

Single Sign On your users will not be affected. It is recommended to restart the application before or after business hours.



Once the application has been reset your message will appear:



ADDING HTML FORMATTING TO WELCOME MESSAGE

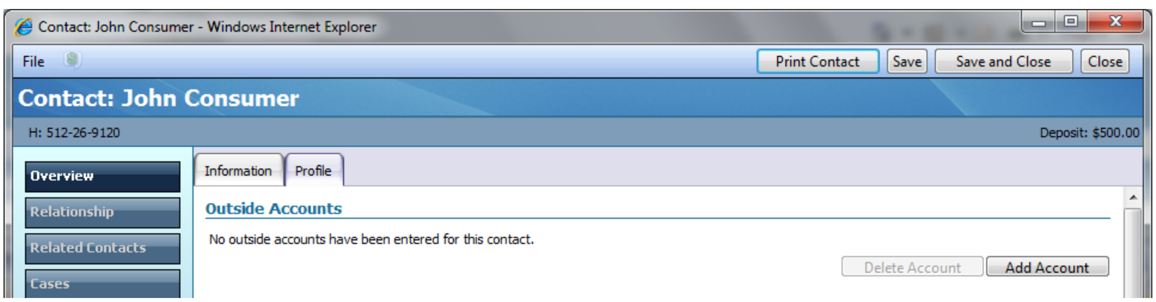
This method uses Microsoft Word to enhance the text as much as you want and then uses Word to do the work of creating the HTML.

1. Open Microsoft Word and create your message.
2. Under the File menu, select Save As.

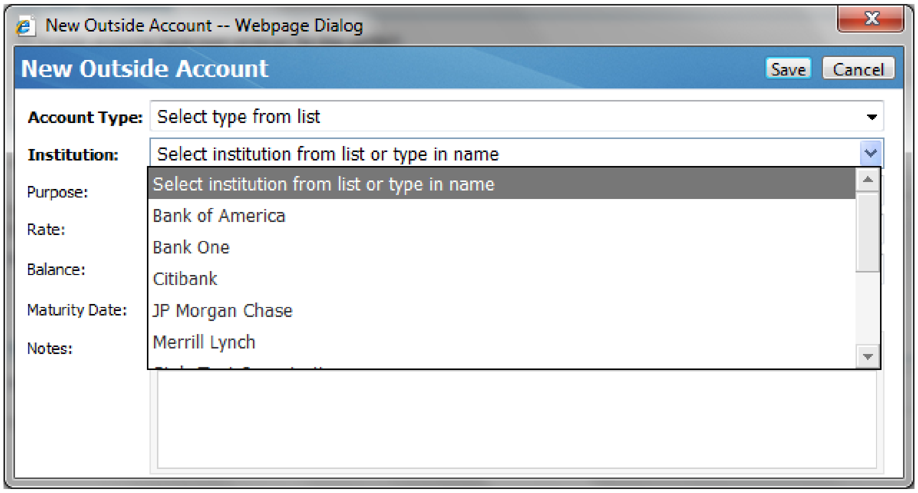
3. Enter a File Name.
4. Under Save As, select Web Page, Filtered.
5. Save the file to an easy to reach area such as your desktop.
6. Right click on the new document and select "Open With" and choose Notepad.
7. You will now have a notepad document open that has all of the HTML tags ready to go.
8. Open ResourceOne and navigate to the Organization area like you normally would to edit the Welcome Message.
9. Select the text from the notepad document and past it into the Organization's Message text box.
10. Save the Organization information.

OUTSIDE INSTITUTIONS

Outside Institutions appear in a dropdown menu in the Outside Accounts section of the contact profile tab. Outside Accounts is an area where your employees can identify accounts that your clients or prospects own at other institutions.

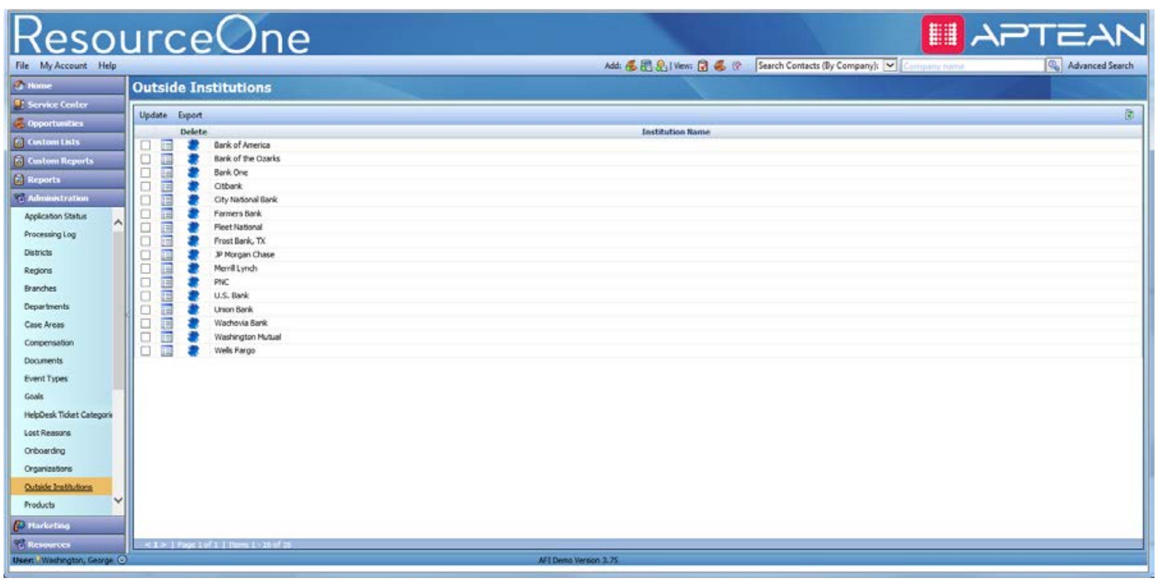


When adding a new Outside Account one option for the user is to select the institution that owns the account:

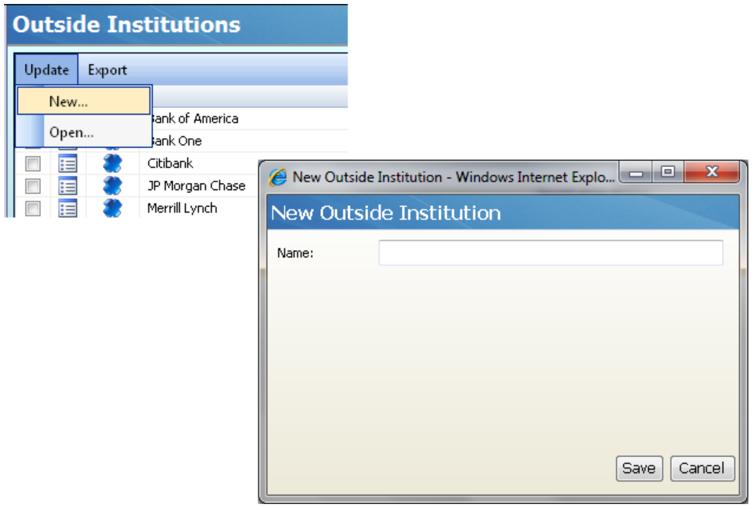


ADD NEW OUTSIDE INSTITUTIONS

To add a new outside institution you can use the Administration>Outside Institutions link:



1. Select the Update>New... menu and the New Outside Institution screen will appear.

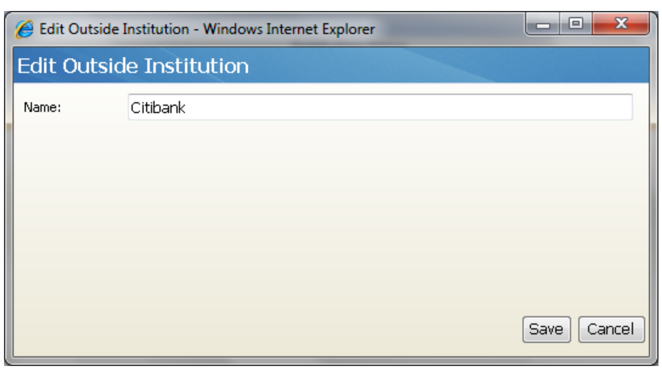


2. Add the Outside Institution name in the Name field.

3. Select save.

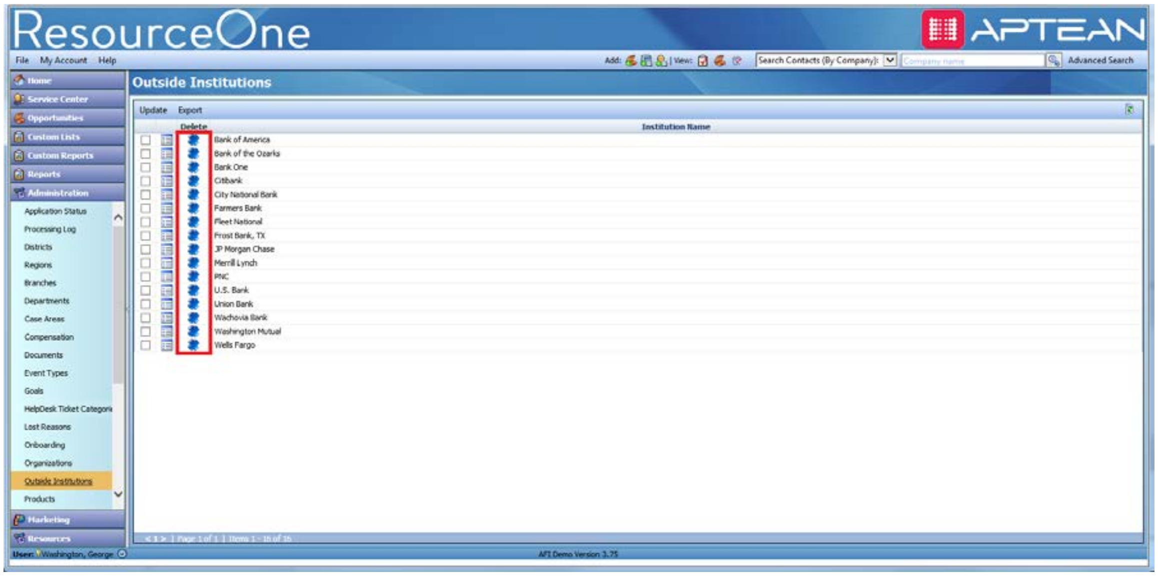
Edit or Delete Outside Institutions

You can edit the Outside Institution by selecting the icon next to the institution name or the select the checkbox and then use the Update>Open... menu. The Edit Outside Institution screen will appear.



Once your changes have been made, select Save.

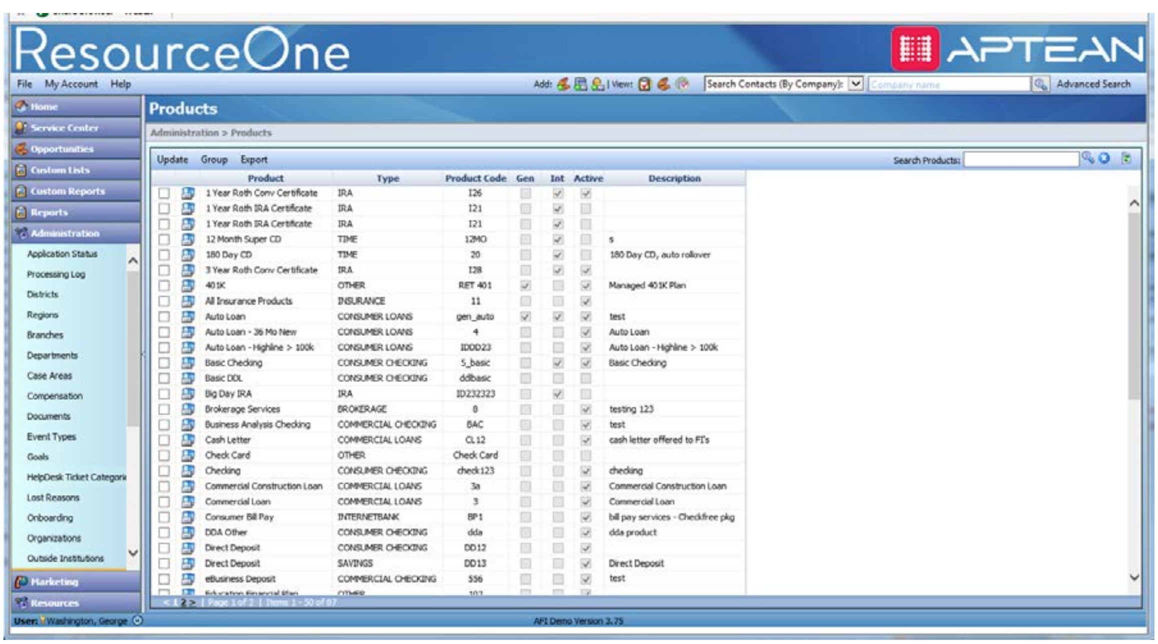
You can delete an Outside Institution using the blue "X":



PRODUCTS

You can add and edit products in ResourceOne as the product offerings of your institution change.

The Products feature lists all products currently available at your organization. Products can be added by selecting Update>New Product…, while existing products may be edited by clicking the product name and making the necessary changes. Using the menu options you can group your list by product type or export information as necessary.

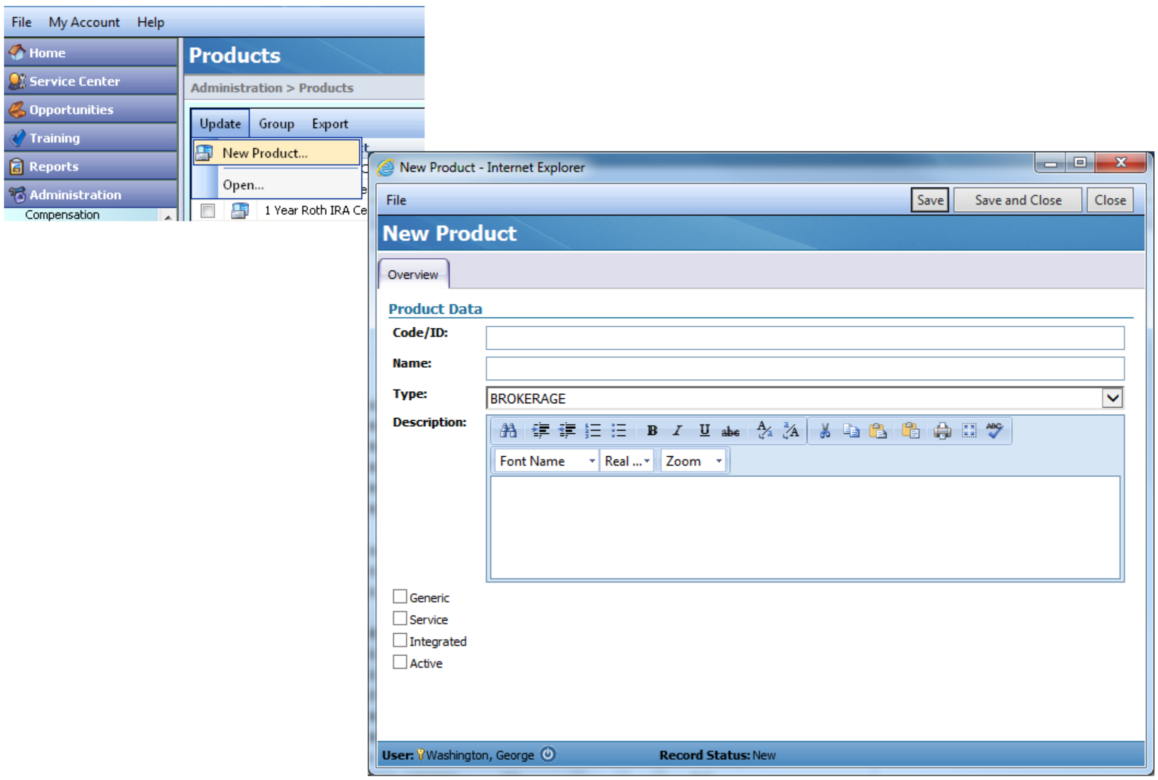


Adding a Product

To add a product:

1. Under Administration, click Products.

2. Select Update>New Product…. The Add Product screen will display.



3. Enter the Code/ID – this is the product number, or unique identifier for this particular product. This is a required field and if this is an integrated product it must match what is coming from the core.

4. Enter the Name of the product. The name is what users of ResourceOne will see when selecting a product.

5. Select the product type. The type should match the extract file that the product comes from in your daily processing.

6. Enter a description of the product.

7. Identify if this is a "Generic" product. Generic products can be used if you want to restrict the number of products viewable by a role (show only generic or all) or these can be used if there are users who are not familiar with the entire suite of products offered by the organization. Users can select generic products when creating referrals and pipelines.

8. Indicate whether or not this product is integrated with your core system. Select the checkbox if accounts of this product type will be uploaded from the core extracts to ResourceOne. Do not select the checkbox if these accounts will NOT be imported from the core. Even if a product resides on the core does not mean that it is integrated. A good example is 'ATM Card.' ATM Card is usually stored on the core, but it is not an integrated product (usually not present in an extract file).

9. Select whether this product is active or inactive. If it is active, it will display in the Product dropdown list on the add/edit referral, pipeline, production and lost screens.

10. Select Save or Save and Close.

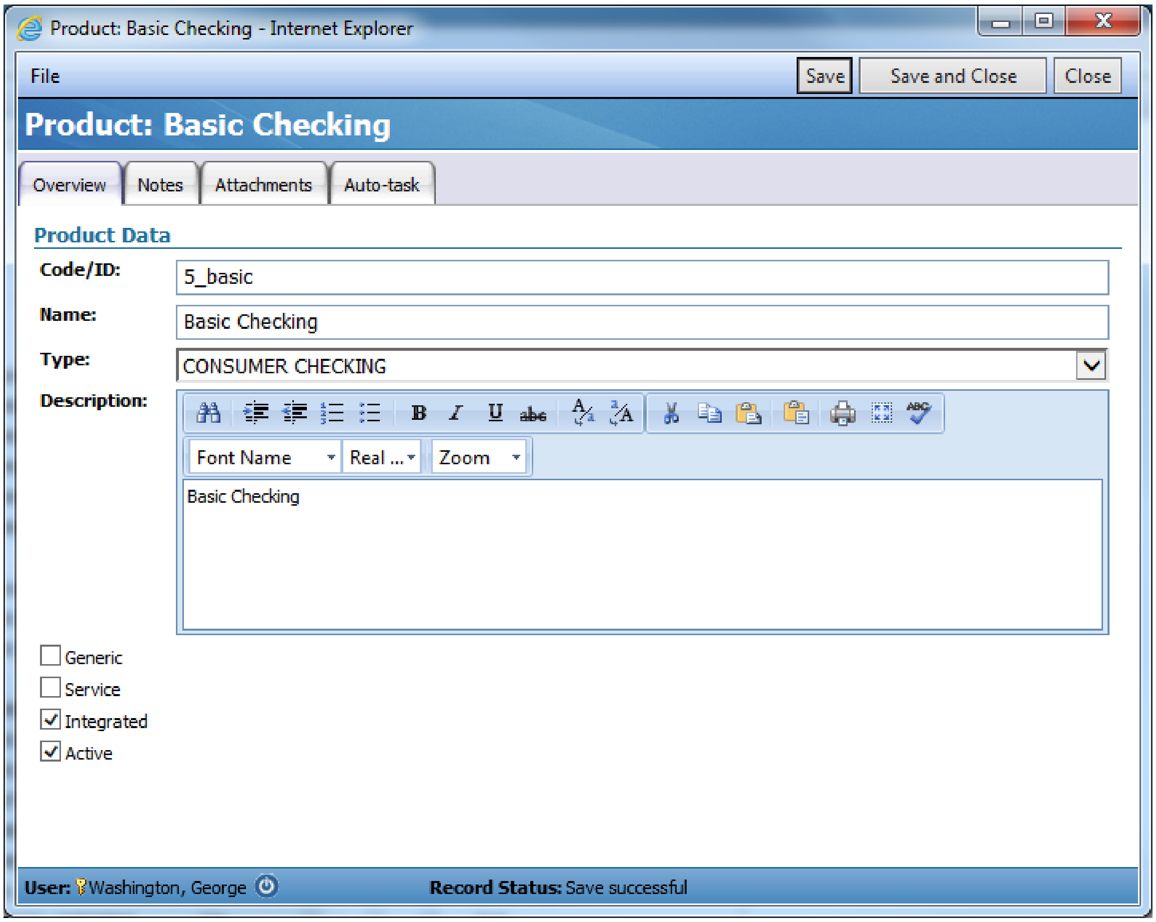
You will now be able to see this new product in your Products list.

Viewing and Editing a Product

To view or edit a product:

1. Under Administration, click Products.

2. Click the product you wish to view or edit. This will display the View Product screen in which you can edit and save changes.



3. Make any necessary changes.

4. Click SAVE.

You will now be able to see your edited product in the Products list.

SEARCH FOR A SPECIFIC PRODUCT

You can type in part or the entire product name or product code (product number) and click the magnifying glass icon to search and narrow the viewable list of products. To redisplay the full list select the icon with the blue "x".

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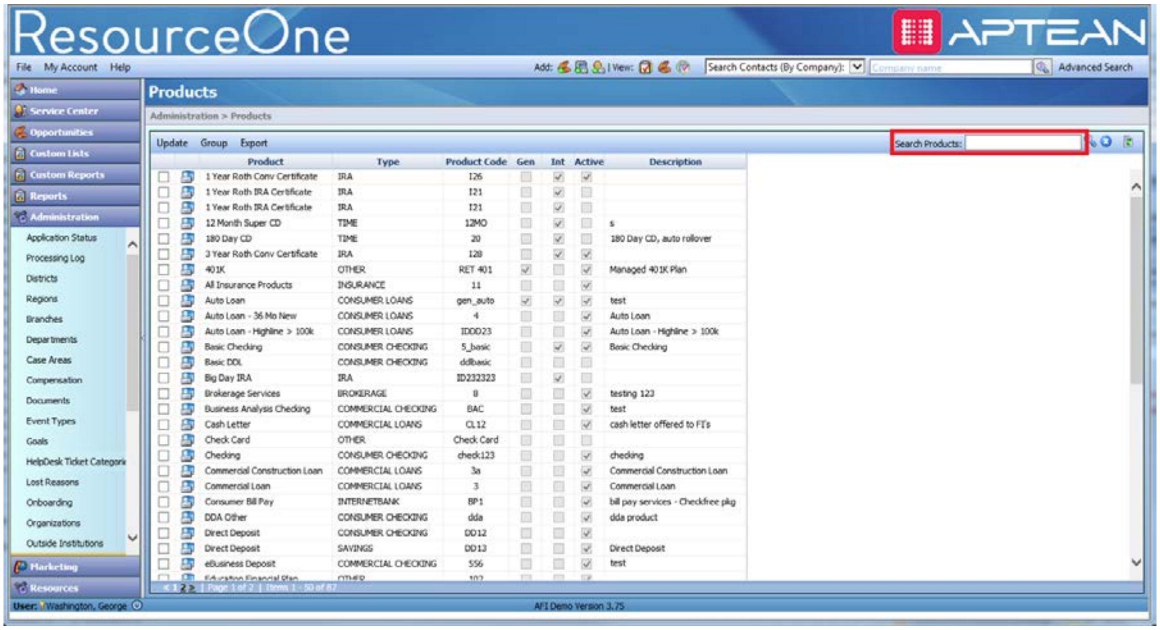


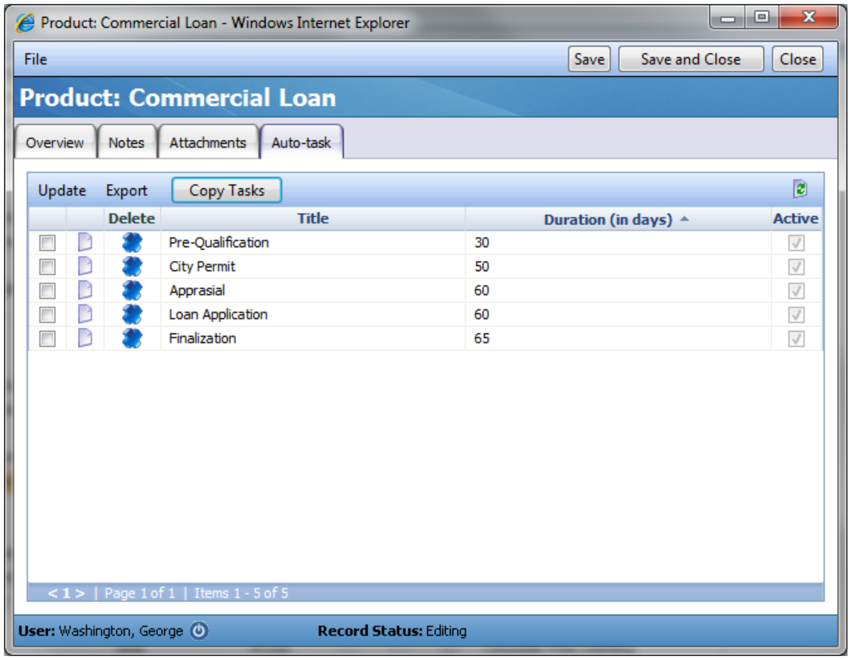
SETTING AUTO-TASKS FOR A PRODUCT

ResourceOne allows the setup of an automated task list for each product. Each time a new pipeline is created for a product that has Auto-tasks created, those tasks are assigned to the pipeline owner. For example, if all Loans need to follow the same specific steps before the account is opened:

- fill out an application
- run the credit score
- appraisal

Individual tasks, those outside of Auto-tasks, can still be added to an individual pipeline basis using the Tasks tab.

Below is an image showing the Auto-Tasks tab from the View Product screen.



The Auto-tasks tab displays:

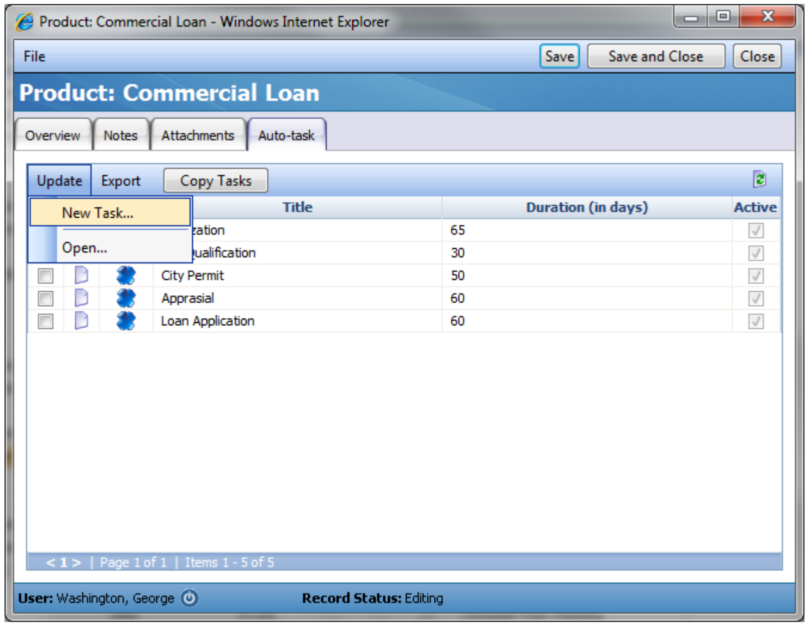
- **Delete Icon** – the blue “x” will allow you to remove an auto-task.
- **Title** - the name of Task.
- **Due (in days) -** the number of days this task should take to complete from the start of the pipeline.
- **Active -** indicates status of each individual task.

ADDING AN AUTO-TASK

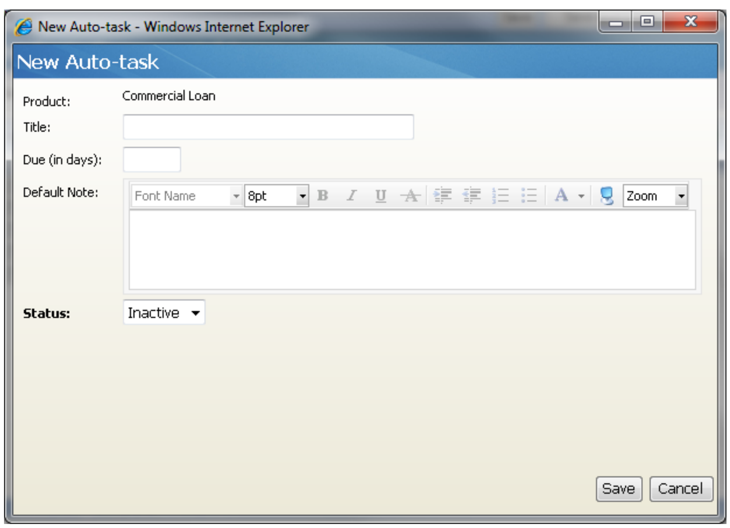
To add a new task, follow the steps listed below:

1. Open a Product through the Administration>Products screen.

2. Under the Auto-task tab, click on the Update menu “New Task…”



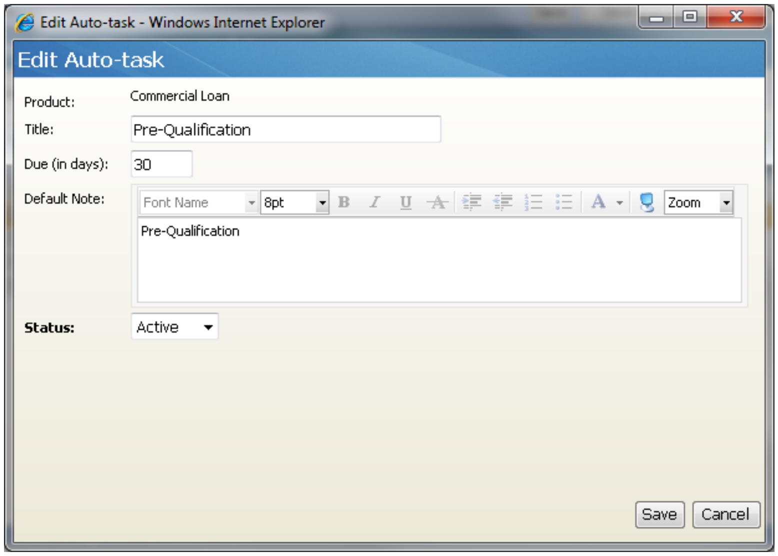
3. The Add an Auto-task window displays.



4. Select a name for the Task and enter it in the Title field.
5. Enter the number of days in the "Due (in days)." This is the number of days after an opportunity becomes active (either a referral becomes "In Progress" or a pipeline is created) that the task should be completed.
6. Enter a Default Note. The Default Note is a brief description of the task that will be displayed on the Auto-tasks Tab.
7. Click Save, this will add the task to the Auto-task Tab view.

Editing an Auto-task

Clicking on a Task from the Auto-task tab brings up the following window.



Edit your information. Click Save when you are done.

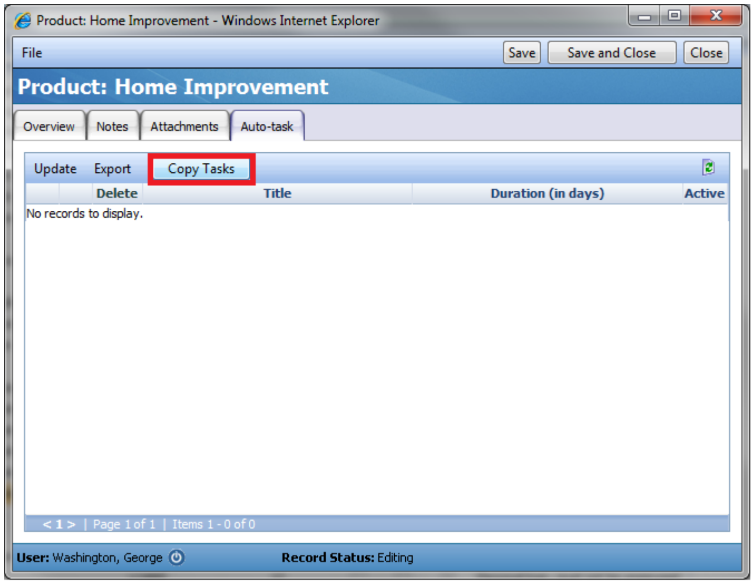
ResourceOne users will now see the Tasks assigned to them for each new referral under the ResourceOne Home> Tasks screen. This is described fully in the ResourceOne Users guide.

Applying Auto-tasks from another Product

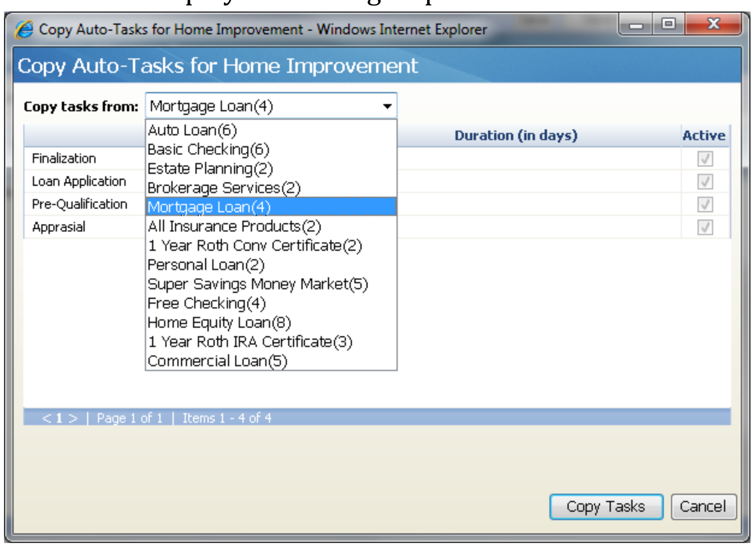
This functionality gives you the ability to apply a set of Auto-tasks from one Product to another. After assigning Auto-tasks to any product, you can apply the same tasks to another product without having to recreate them.

The image below shows the Auto-tasks tab for a Product that does not currently have any Auto-tasks. Perform the following steps to assign Auto-tasks from an existing Product.

1. Select the "Copy Tasks" button.



2. A dropdown list is displayed showing all products that contain Auto-tasks.



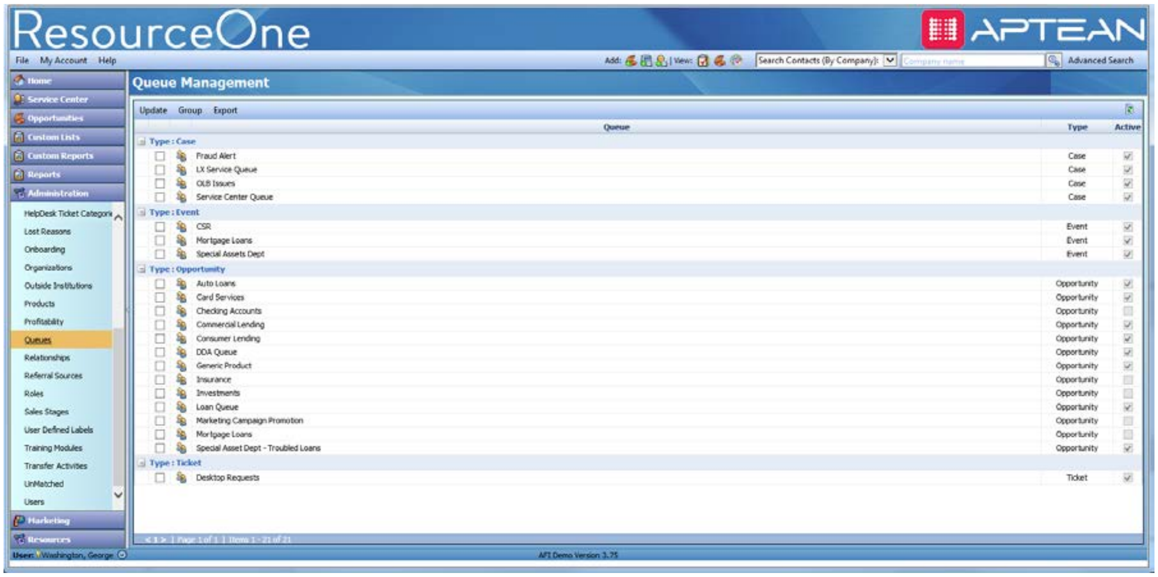
3. Select the product that contains a similar set of Auto-tasks to assign to the current product.
4. Select Copy Tasks.

NOTE: You can also edit the tasks applied from another product.

QUEUES

Queues can be created to give your management control over how referrals, events, tasks or service cases are handled. User roles and/or departments within ResourceOne are assigned to queues. Product types or products are assigned to the "Opportunity" type queue. A product type or product can only be assigned to one queue, however a role or department can be granted access to multiple queues. Only administrators can create or modify queues.

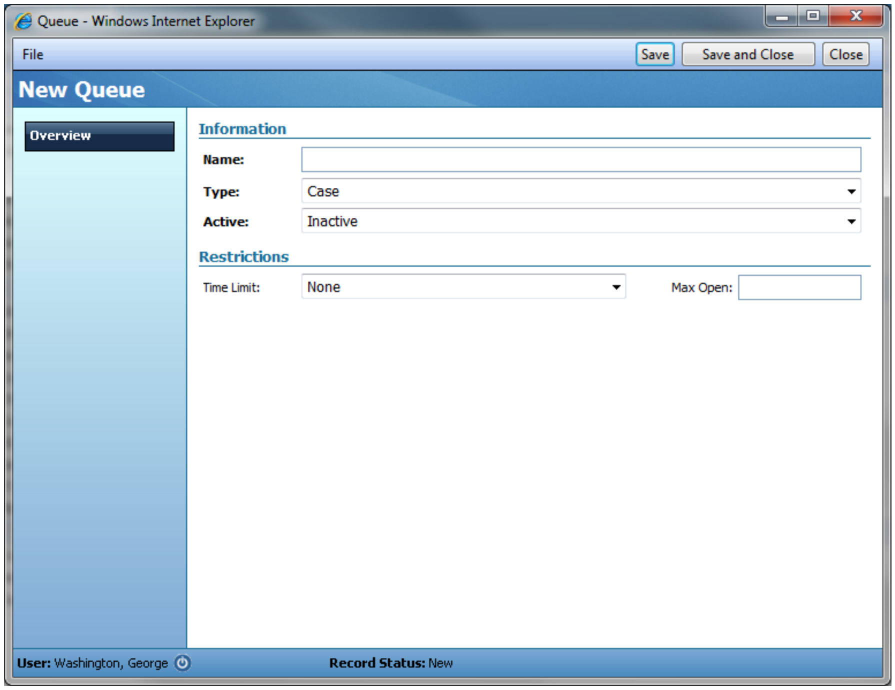
Below is an example of what the employee will see when managing Opportunity queues:



SETTING UP A NEW QUEUE

To Setup a Queue:

1. Under **Administration**, click **Queues**.
2. On the main **Queues** screen, select the Update menu and click "New…" The New Queue screen will be displayed.



3. Enter a Name for the Queue. This must be a unique name, for instance, North Branch IRA Referrals.

4. Select the type of Queue (your options include Case, Event, Opportunity, and Task)

    a. Case Queue – queue for service cases.
    b. Event Queue – queue for events (calls, meetings, letters, etc.)
    c. Opportunity – queue for referrals.
    d. Task – queue for tasks.

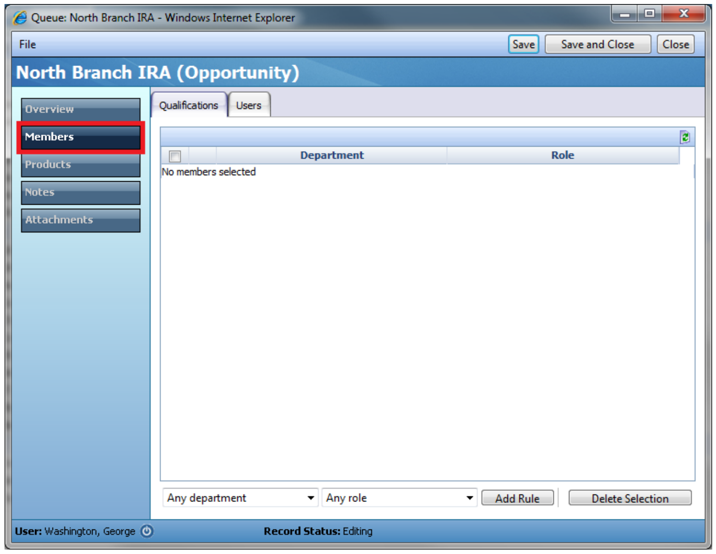
5. Select whether this queue is active or inactive.

6. Enter a Time Limit. You can specify the amount of time that an activity can remain unclaimed. Once the limit has been reached, the oldest activity must be claimed before any other activities can be claimed.

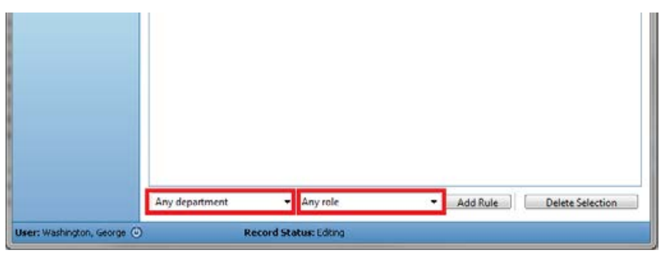
7. Enter Max Open (for Opportunity queues). This is the number of opportunities allowed in a person's pipeline at any given time. If you enter 5, for example, a user with 5 or more pipeline opportunities cannot pull opportunities from this queue until they have fewer than 5 pipeline opportunities. Setting the value to **'0'** will remove the limit on the number of pipelines that can be claimed by a user.

8. Select Save and the queue screen will refresh. You will see new options on the left, Members, Products, Notes and Attachments.

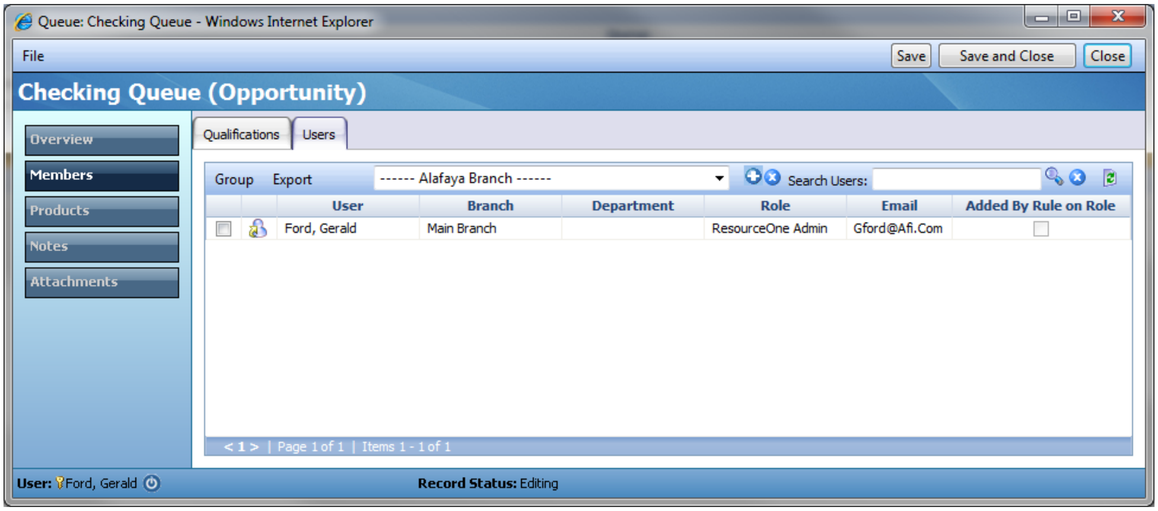
9. To grant access to the queue you will need to assign roles and/or departments. Select the Members tab.



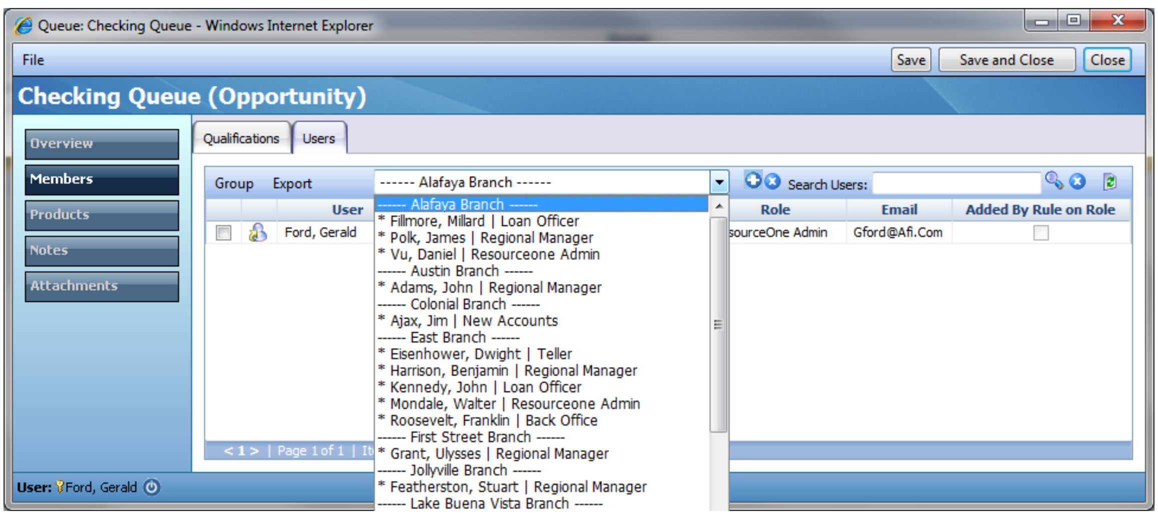
10. Using the dropdown menus at the bottom of the page you can identify which Departments and/or Roles will have access to this queue. Once you select a Department or Role select the "Add Rule" button. To remove any Departments and/or Roles that have access you will need to select the checkbox next to the department or role and click the "Delete Selection" button.



To view which users have been granted access to the queue you can select the "Users" tab. You can open user records, add new users, group by branch or department or role and export a list if necessary from this page.



You can also add individual users from this screen using the following dropdown:

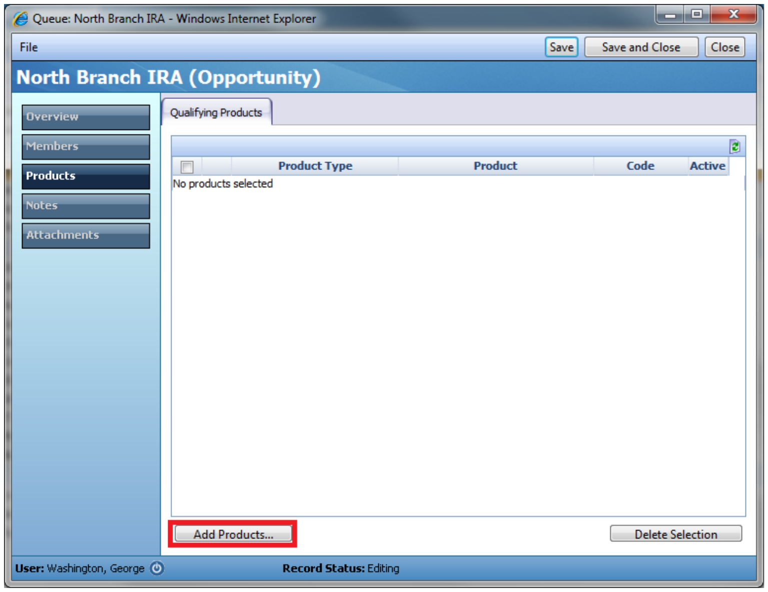


If any individual users need to be removed from the queue, you can select the checkbox next to their name and use the "" icon to remove them from the list.

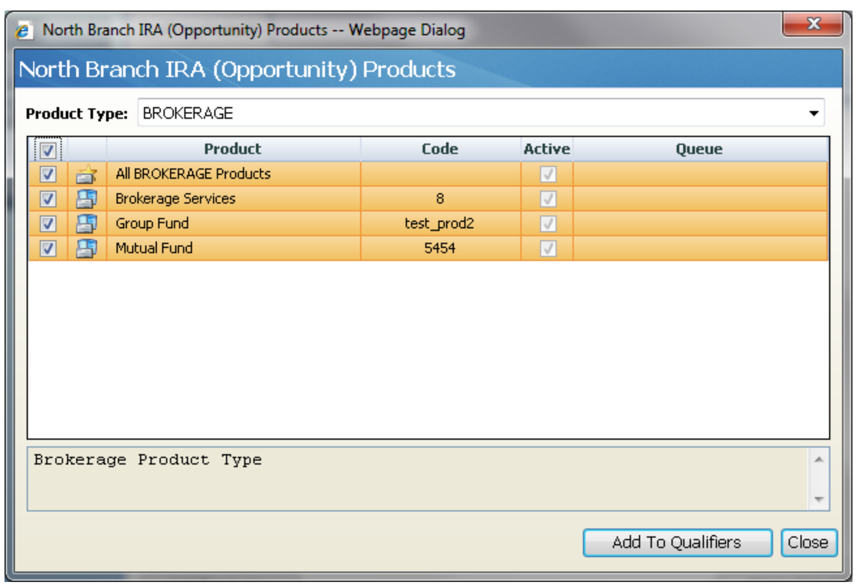
When you are finished, click "Save and Close" to save your changes and return to the View Queue screen.

11. Click the Products tab.

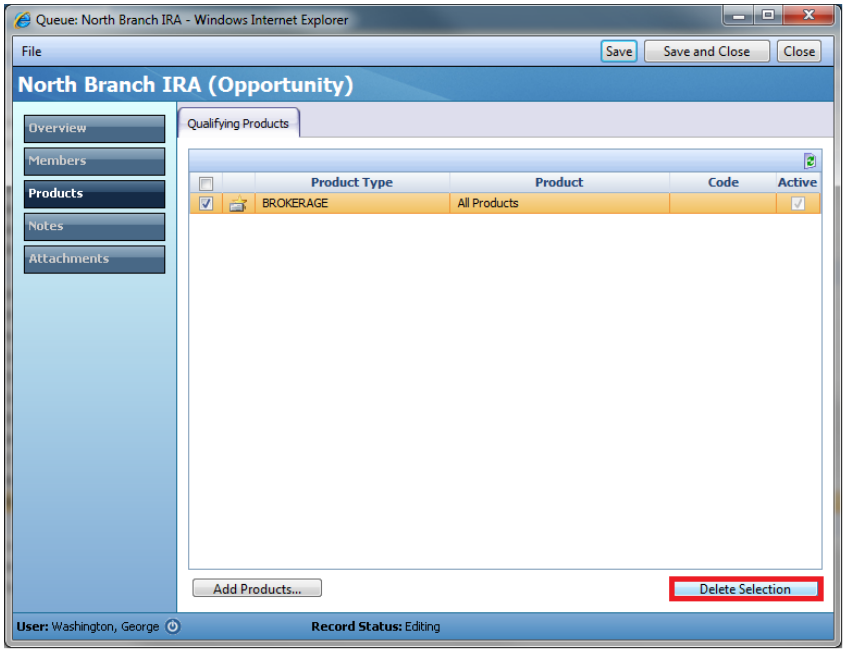
NOTE: Event, Tasks, and Case queues do not require products.



Using the "Product Type" dropdown, select the product type that needs to be assigned to the queue. Once identified you can use the individual checkboxes to isolate products within a product type or select the top checkbox to select all. Select the "Add to Qualifiers" button to assign these products to the queue.



To remove products from the queue, select one or more products or product types using the checkbox and click the "Delete Selection" button.



12. When you are finished, click “Save and Close” to save your changes and return to the Queue list.

IMPORTANT RULE: Once you have used a product type or a product for a queue, you cannot include that product type or product in another queue.

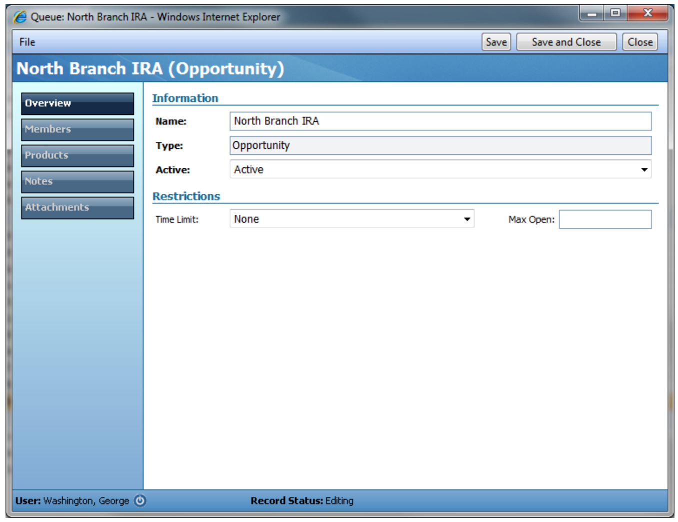
VIEWING AND EDITING QUEUES

You can make changes to existing queues as the needs of your organization change over time.

To view and/or edit an existing Queue:

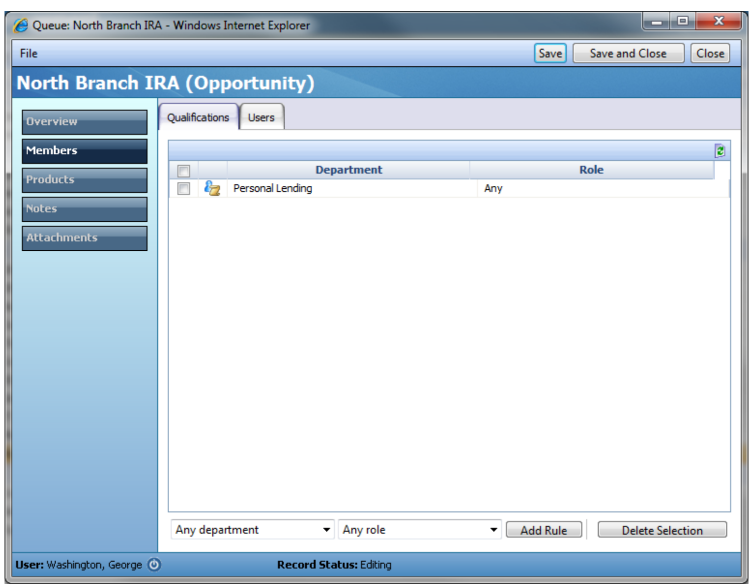
1. Under Administration, click Queues.

2. Select the Queue you wish to view or edit. Single click the queue to display the View Queue screen.



3. The View Queue screen allows you to modify the name of the queue, identify if this queue is active, edit the time limit, or change the maximum number of open activities a user can have before being denied new queue activities.

4. If you want to view or edit the users associated with this queue, click the Members tab. Once you click Members, you will see the current roles or departments assigned to the queue.

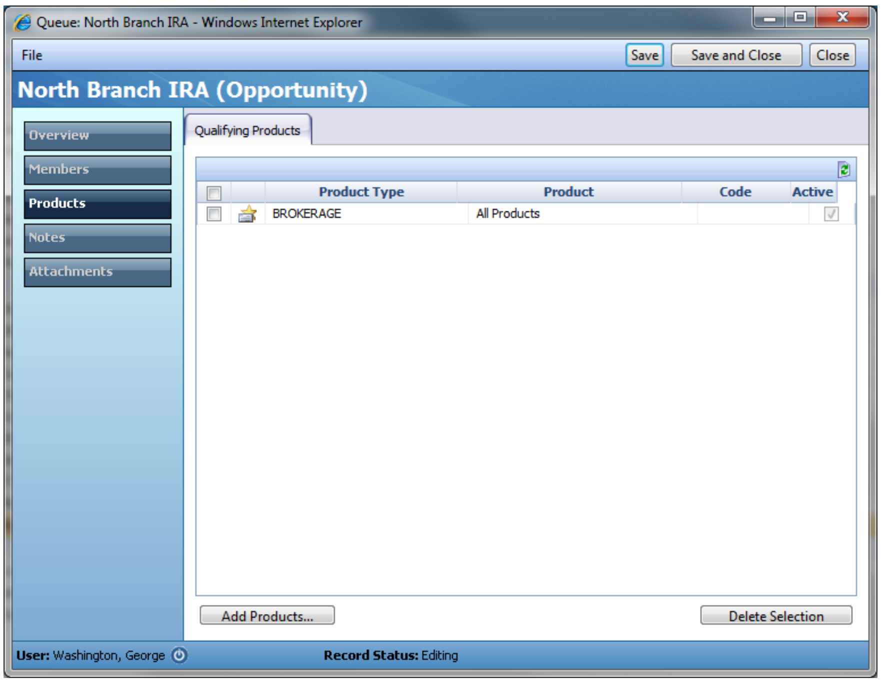


Identify any new Department(s) or Role(s) that need access using the drop down menus at the bottom of the page and select the “Add Rule” button.

To remove users from the queue, select the checkbox next to the role or department and select the “Delete Selection” button.

When you are finished, click “Save and Close” to save your changes and return to the View Queue screen.

5. If you want to view or edit the list of products associated with this queue, click the Products tab.



Identify any new Product Type(s) or Product(s) that need to be assigned using the “Add Products…” button at the bottom of the page. You will then use the Product Type dropdown to identify the product type and the checkboxes to select with product(s) will be assigned to the queue.

To remove products from the queue, select the checkbox next to the product or product type and select the “Delete Selection” button.

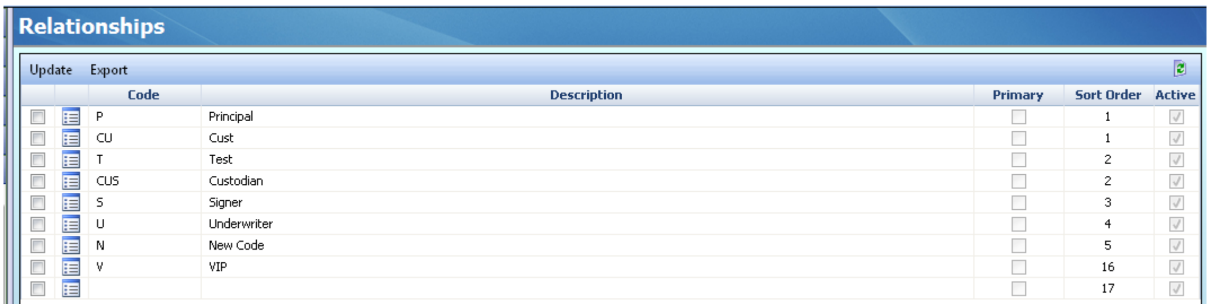
When you are finished, click “Save and Close” to save your changes and return to the View Queue screen.

6. When you are finished with all your changes, click SAVE.

RELATIONSHIPS

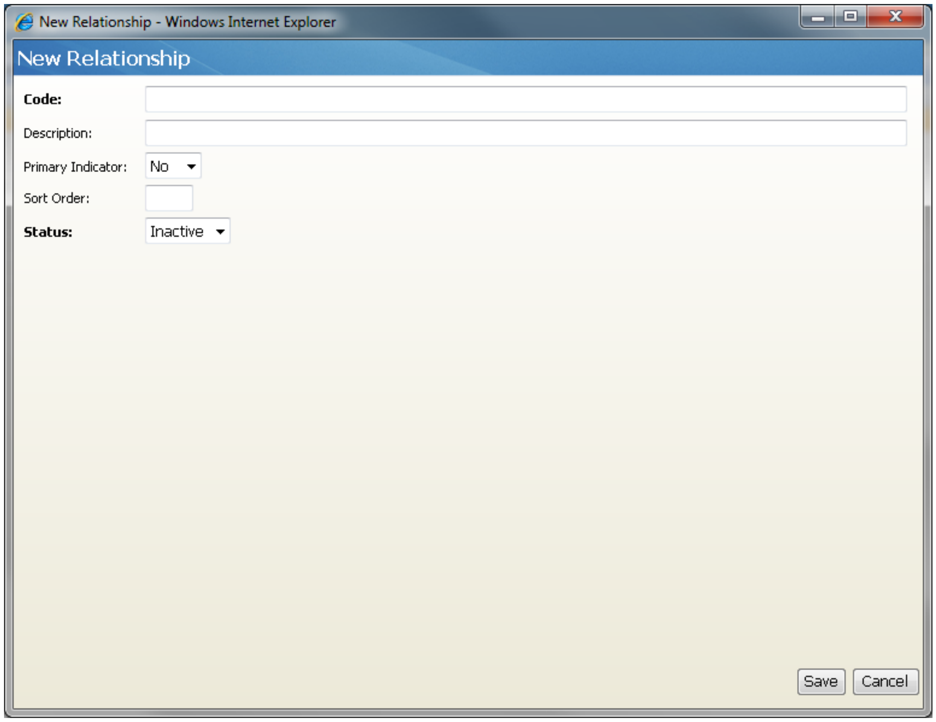
This feature allows you to define and manage a list of relationship codes that come from your core system, which will identify how a customer is related to an account. Your users can see additional relationships on activities for a given customer, such as Signor, Underwriter, and Guarantor.

IMPORTANT NOTE: Your core extracts must be formatted as "Expanded Relationships" to use this function. If you have any questions about the format of your extracts please contact CoreTrac Support (support@coretrac.com).



To add a new Relationship:

1. Under Administration, click Relationships.
2. Select the "Update>New..." menu.



3. **Code:** Type in the relationship code that identifies the relationship on the account. The code should exactly match the code from the core extract files.
4. **Description:** Type in the name of the relationship that you are identifying.
5. **Primary Indicator**: The primary indicator determines whether or not the contact should be considered primary on the account. If there is more than one primary on an account then that account will show up once for each primary on the Production Report. Select **Yes** if the relationship code is a primary indicator and **No** if the relationship code is not.
6. Select the **Sort Order.**
7. **Status**: Active or Inactive
8. Click Save.

Note: All fields can be edited by clicking the code displayed on the Administration>Relationships screen.

Referral Sources

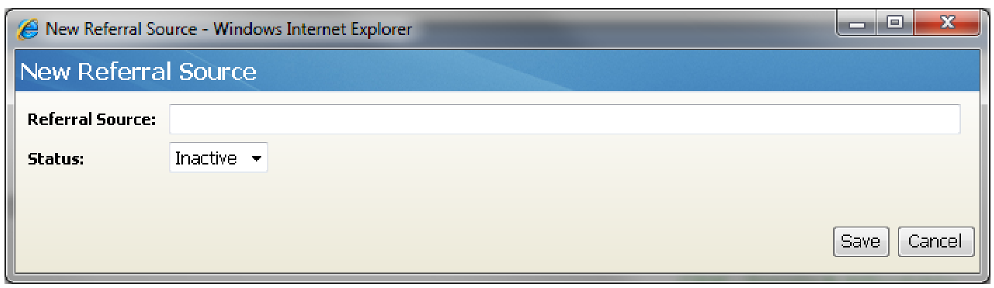
Referral Sources can be used to identify how leads are originated. This administrative option allows you to manage the list of possible referrals sources that your employees can select when creating a Referral or Pipeline. You can use this field as a filter later in reporting, which can be helpful in determining the value of referral relationships, marketing campaigns, distributing bonus compensation, etc.

Examples of referrals sources are:

- Radio Campaign
- Brokerage House
- Website
- Direct Mail
- Walk In

Add a Referral Source

1. To add a new entry to the list, click Update>New… The New Referral Source screen will display.



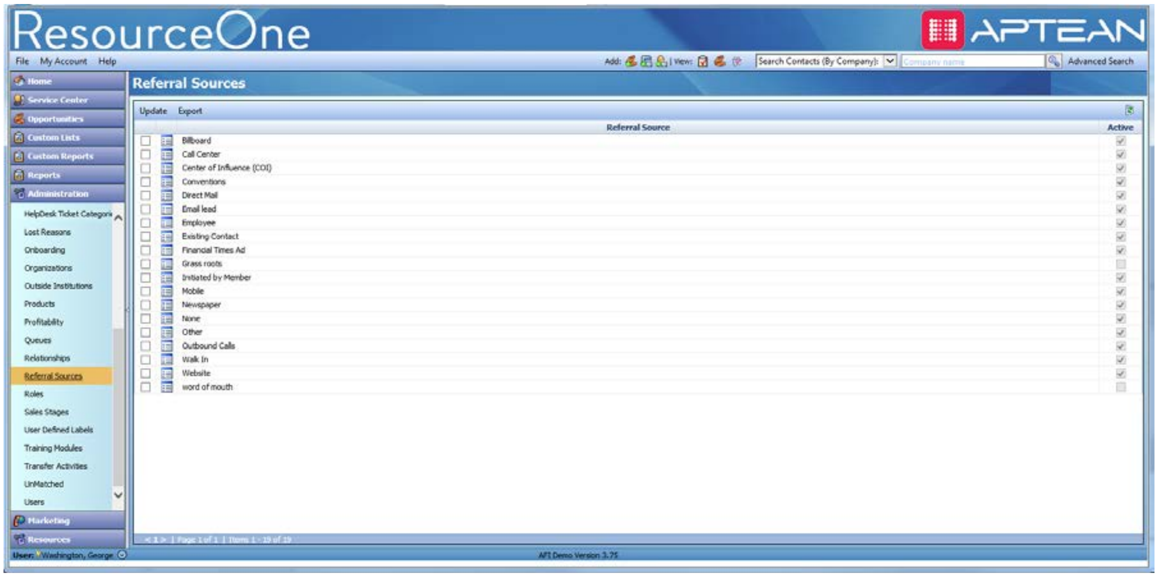
2. Enter the name of the new Referral Source.
3. Select Active.
4. Click Save.

Click SAVE when you are complete.

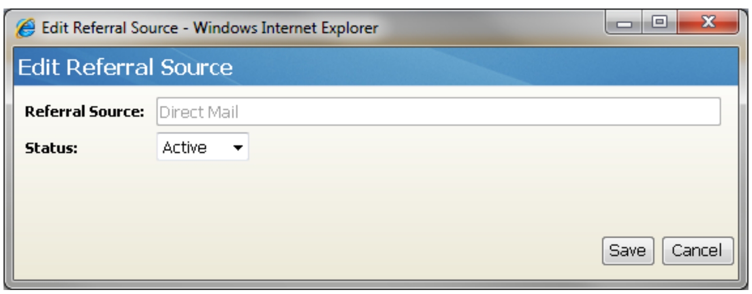
Viewing or Editing a Referral Source

To view or edit a referral source:

1. Go to **Administration>Referral Sources**



2. Click on the entry you wish to view. This will bring up an Edit Referral Source screen.



3. The name of a Referral Source cannot be changed, you may only edit the status. If you wish to rename a referral source, you will need to inactivate it and add a new one. This is necessary in order to preserve historical data.

Roles

By default, user rights in ResourceOne are determined by the user's role. In ResourceOne you can modify existing roles, add new roles, or establish/modify role permissions and change the role permissions.

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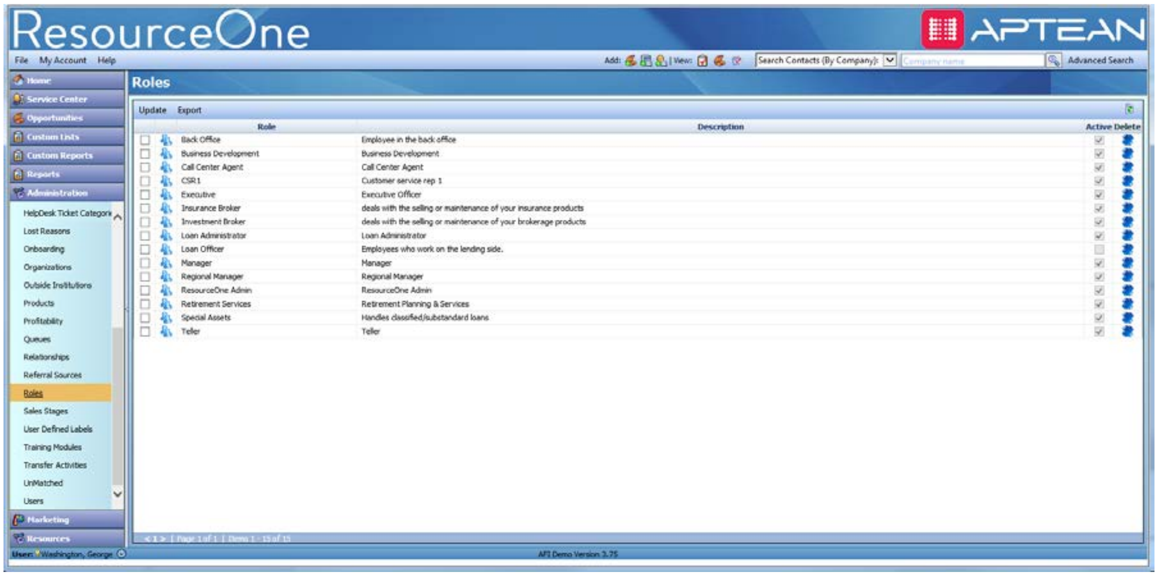
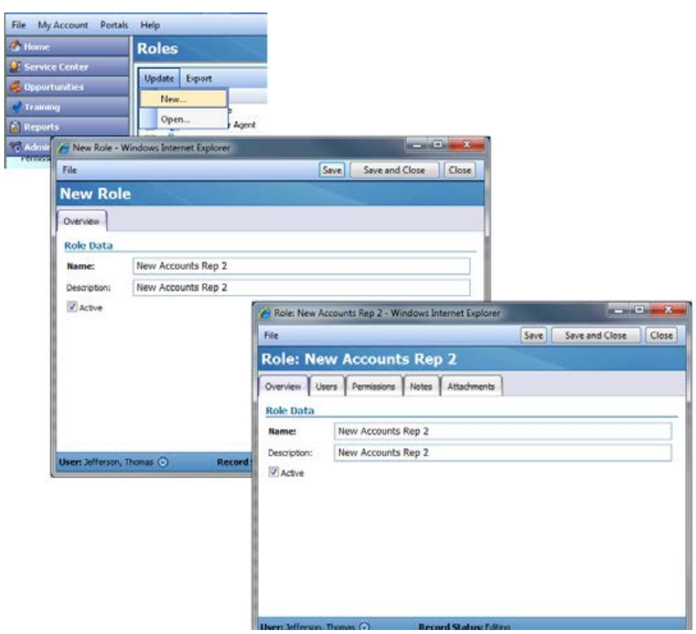


ADDING ROLES

Each ResourceOne installation begins with a default set of roles that already have default rights set up. If you need to add to or modify these roles and their rights, you can do so.

If you cannot fit a user into an existing role, to add a role:

1. Under Administration, go to Roles.
2. Select "Update>New..."



3. Enter the role name. **THIS FIELD IS REQUIRED**.

4. Enter a description.

5. Select whether the role is active for use. The role will default as active, but you can select inactive if you do not want this role to be available. **THIS FIELD IS REQUIRED**.

6. Click SAVE. You will now be able to view and edit this role from the listing on the **Roles** main screen. You can also identify users assigned to this role, edit/assign permissions or add notes and attachments.

VIEWING AND/OR EDITING EXISTING ROLES

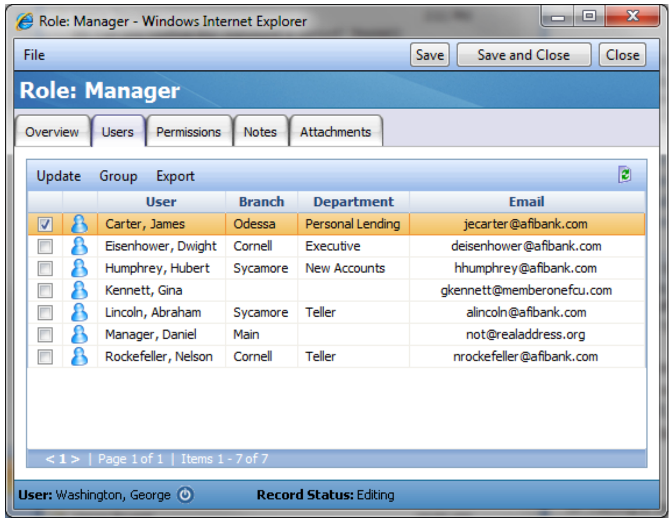
To view/edit an Existing Role:

1. Under Administration, click Roles.

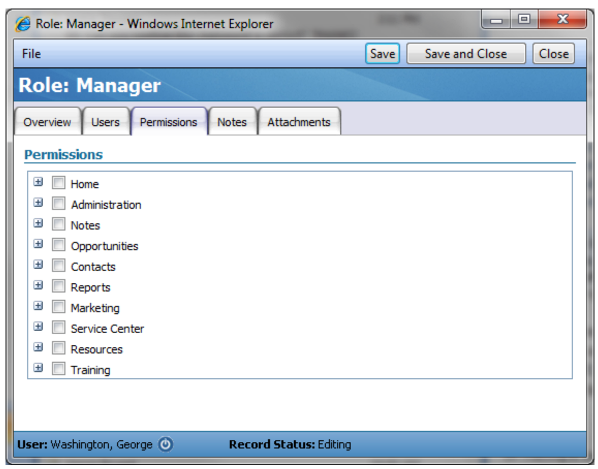
2. Select the role which you want to view or edit. Single clicking the role icon or selecting the checkbox and then using Update>Open will display the *Role* screen.

3. Here you can make modifications to the name, description and status of the role in the "Overview" tab.

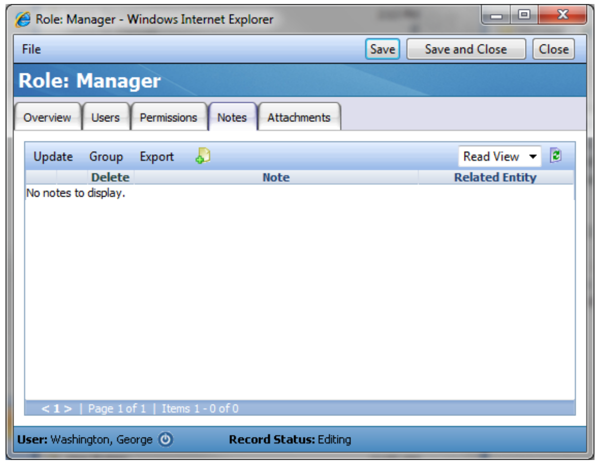
4. When clicking the "Users" tab you can view which users are currently assigned to this role. Within this tab you can review existing user records, add new users to the application, group users by Department or Branch, or Export the users list.



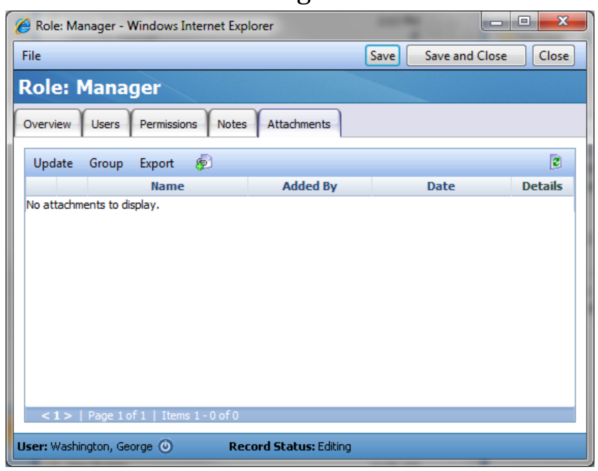
5. Permissions of a role can be modified using the “Permissions” tab. Using the permissions hierarchy any checkbox that is selected will assign that permission to the role (please keep in mind that by assigning the top level permissions such as “Administration” ResourceOne does not automatically grant all detailed Admin features). Please see the “Role Permissions” section for more information.



6. Notes can be added to the role using the “Notes” tab.



7. Attachments can be added to the role using the “Attachments” tab.

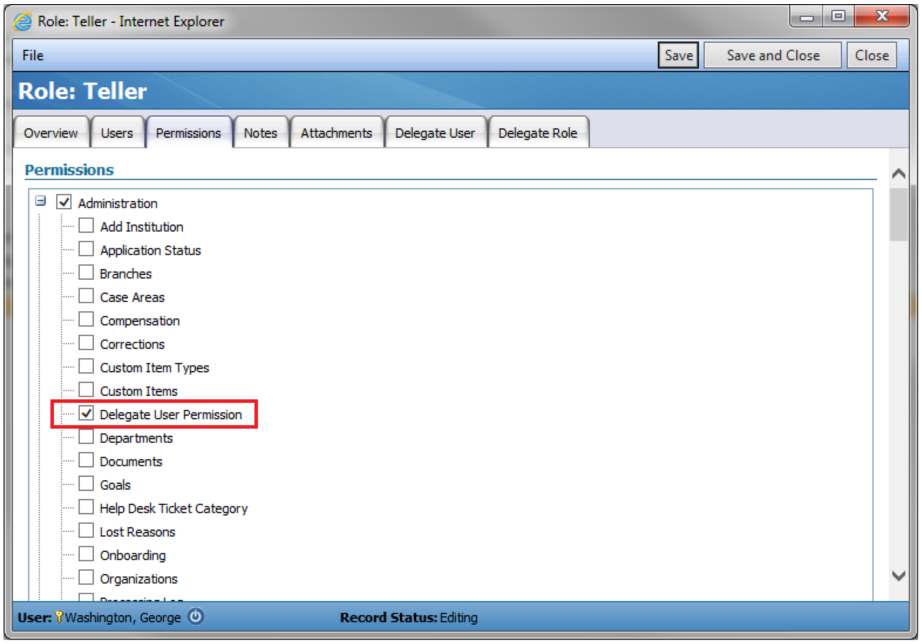


You will now be able to see the changes you made to this role in the Roles Main Screen.

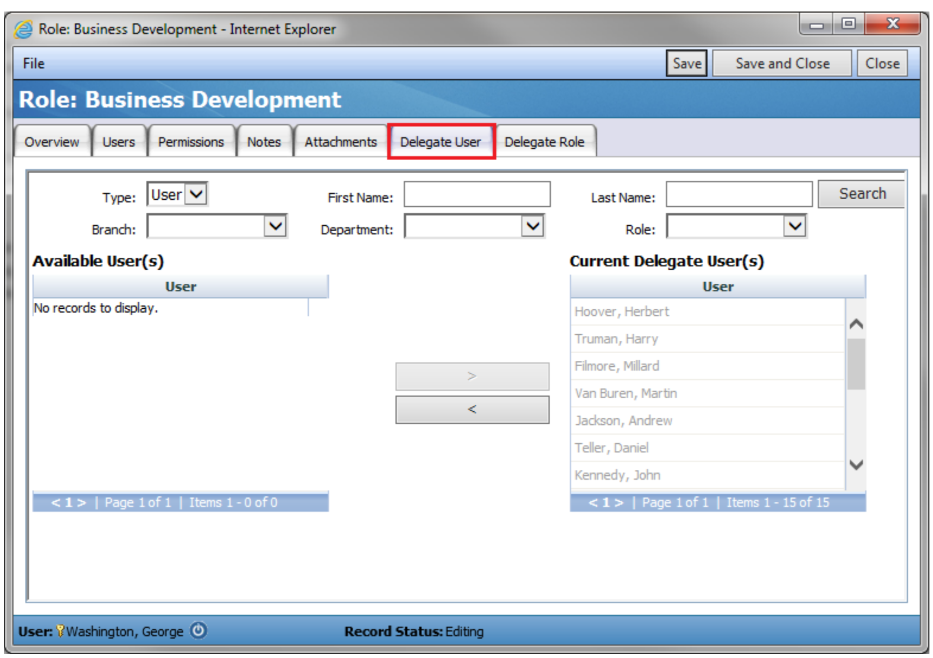
Delegate Functionality

To assign the Delegate User Permission to the entire role:

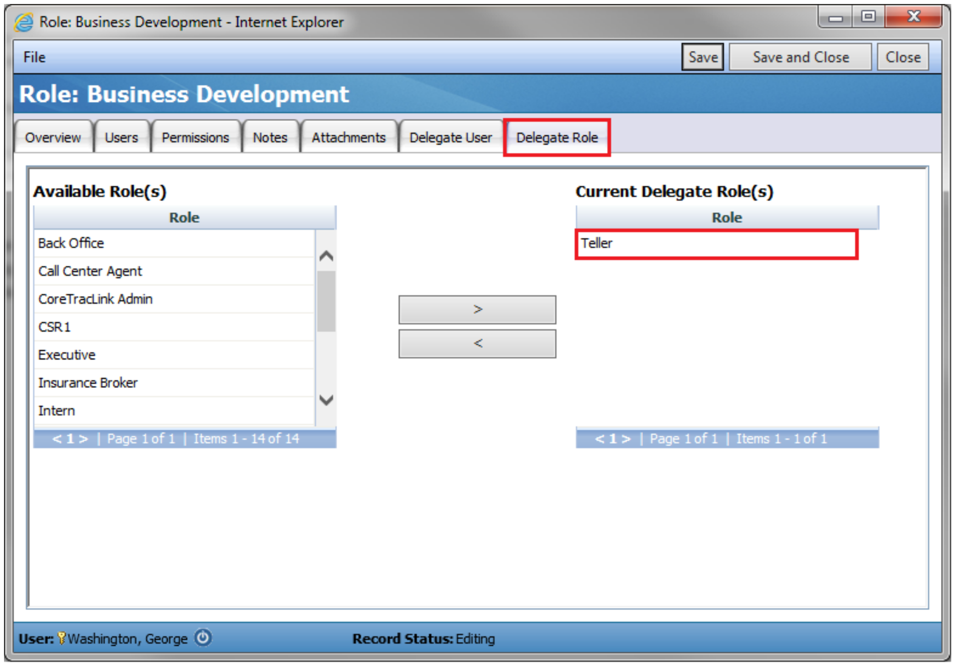
- Click on **Administration-> Roles** and then select a role by double clicking on the role. Select the **Permissions** tab to view the Permissions tree. Under Administration you will see a box for **Delegate User Permission**. Check this box to assign the permission to the selected role. This will add the “Change View” button at the top of several pages (Calendar, Events, Tasks, Performance, Pipelines, Production, Referrals, and Lost) to allow these employees to manage the data of other users.



- The **Delegate User** tab will allow you to add employees individually who can then edit all users within the role you are currently viewing/editing. This will also show all users that were added by role. Users added by role will be "grayed out", and cannot be removed individually. In the example below, the "Teller" role is already assigned as a delegate role to "Business Development", therefore all Tellers are listed as "Current Delegate User(s)" in gray text.

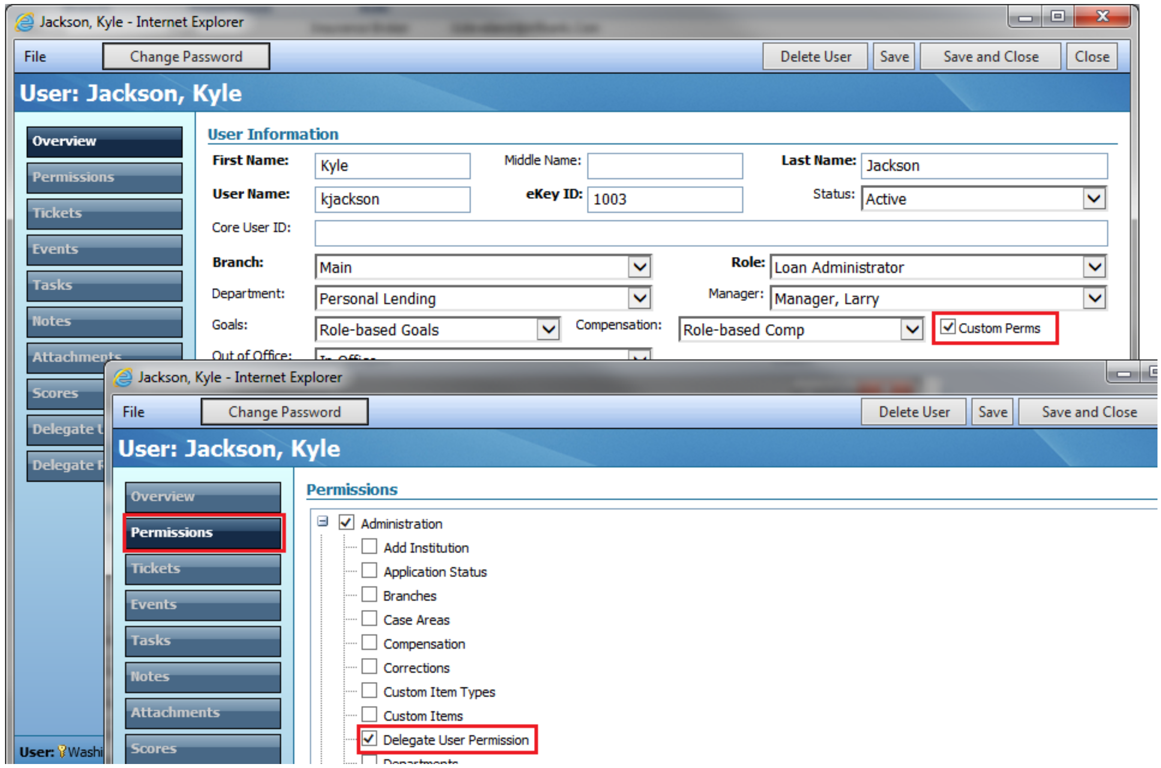


- The **Delegate Role** tab will allow you to add roles that can edit all users within the role you are currently viewing/editing. In the example below, anyone in the "Teller" role is a delegate of any user in the "Business Development" role.

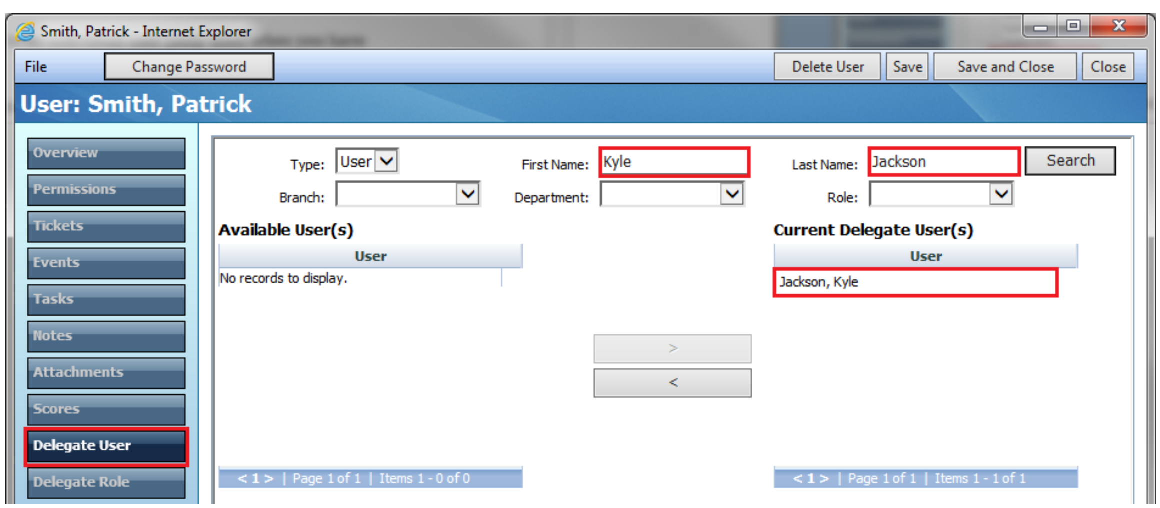


To assign the Delegate User Permission to an individual user (only used when you have "custom" user permissions active):

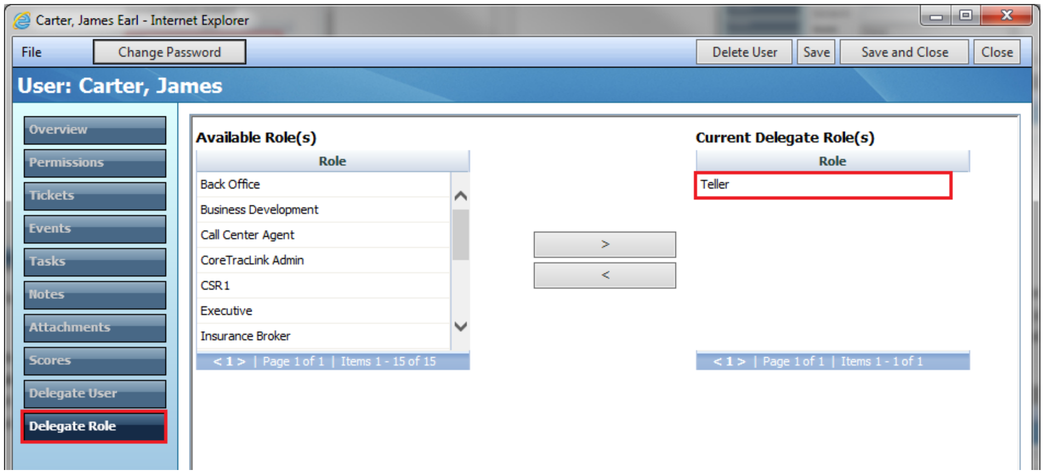
- Click on **Administration-> Users** and then select a user by double clicking on a specific user. Select the **Permissions** pane to view the Permissions tree. Under Administration you will see a box for **Delegate User Permission**. Check this box to assign the permission to the selected user.



- The **Delegate User** pane will allow you to add employees who can then edit data for the user you are currently viewing/editing. This view will also show all users that were added by role. Users added by role will be “grayed out”, and cannot be removed individually. In the example below, user “Kyle Jackson” is a delegate for employee “Patrick Smith”, therefore Kyle can manage the activity of Patrick.

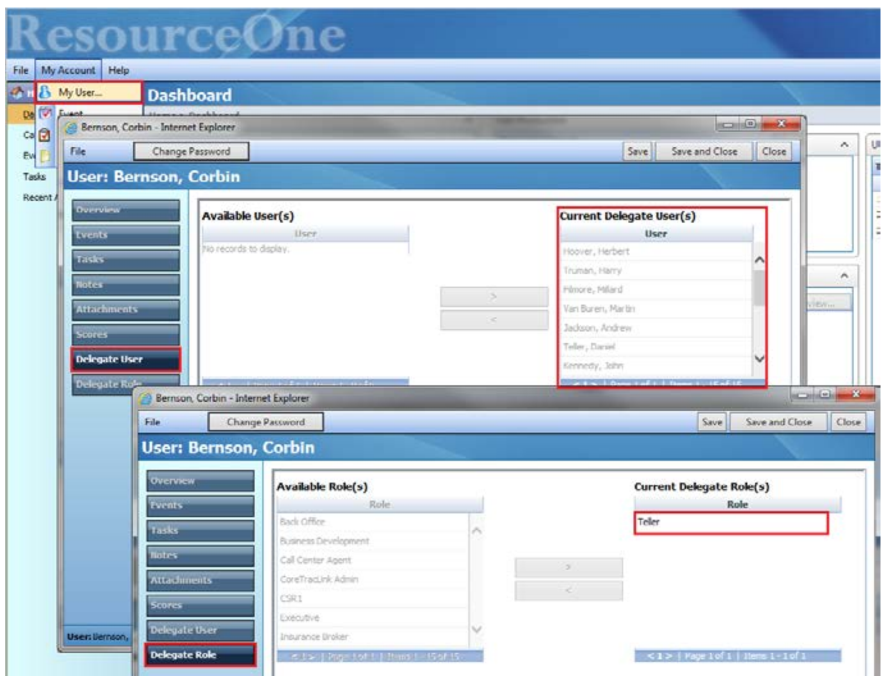


- The **Delegate Role** pane will allow you to assign employees of a role(s) so that these users can edit data for the employee you are currently viewing. In the example below, the “Teller” role is a delegate to “James Carter”, therefore any “Teller” can manage data for James.



Viewing Permissions

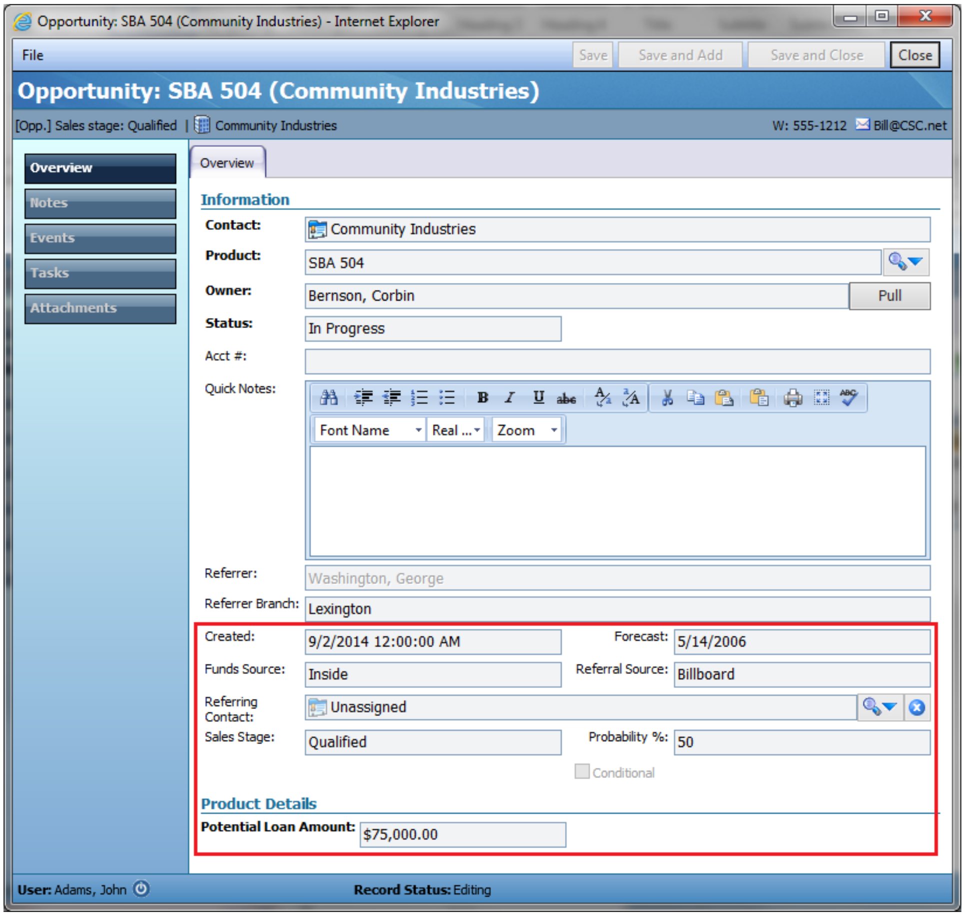
Users can view their own delegate permissions by clicking on **My Account-> My User** and then on either the **Delegate User** or **Delegate Role** buttons to view their permissions.



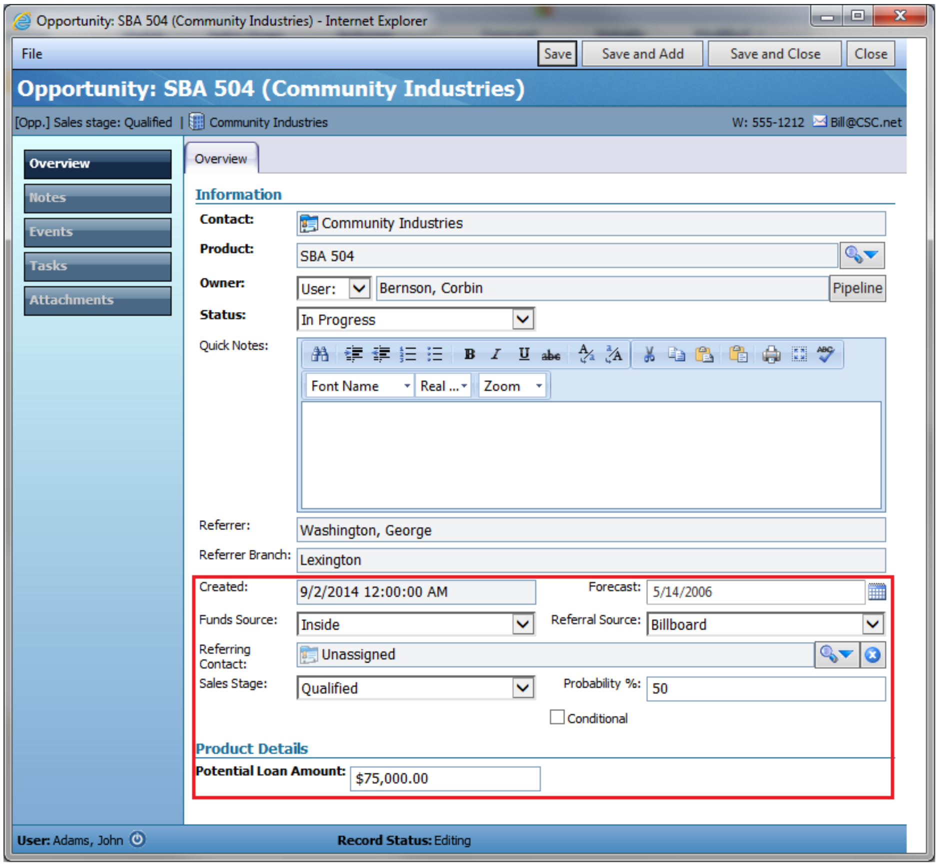
Sample

Below is an example of a pipeline opportunity highlighting which fields a delegate user can modify:

Before – all pipeline details remain locked and John Adams cannot edit this information:



After – various pipeline details are now unlocked and John Adams can edit this information:



ROLE PERMISSIONS

ResourceOne Permission	Description
Home> Calendar	Grants/Restricts access to the ResourceOne calendar. The calendar is used to view scheduled events and tasks or add generic events.
Administration	Grants/Restricts access to the Administration tab.
Administration> Add Institution	Grants/Restricts access to the Outside Institution link. This link is used to add additional financial institutions to the list in the Outside Accounts section.
Administration> Application Status	Grants/Restricts access to Application Status. Application Status allows you to reset the product cache and the application.

Administration> Branches	Grants/Restricts access to the Branches feature. Branches allow you to create, edit, and deactivate branches.
Administration> Case Areas	Grants/Restricts access to Case Areas. Case Areas allow you to create, edit, or deactivate Case Categories Sub Categories. Within Case Areas you can also create new Case Categories.
Administration> Compensation	Grants/Restricts access to the Compensation feature. Compensation allows you to create, edit, or deactivate compensation plans for user, roles or branches.
Administration> Corrections	Grants/Restricts access to the Corrections feature. Corrections allow you to delete contacts, opportunities, or accounts and merge data.
Administration> Departments	Grants/Restricts access to the Departments link. This feature is used to add new Departments to ResourceOne which are used to grant access to queues, run reports, and group users.
Administration> Documents	Grants/Restricts access to Documents. Documents allow you to create, edit, or remove documents in ResourceOne. These documents will appear within the “Resources” tab.
Administration> Goals	Grants/Restricts access to the Goals feature. Goals allow you to create, edit, or deactivate goals for users, roles or branches.
Administration> Lost Reasons	Grants/Restricts access to Lost Reasons. Lost Reasons allow you to create or deactivate Lost Reasons.
Administration> Onboarding	Grants/Restricts access to the Onboarding link. The Onboarding

	feature is an administrative process that defines the rules used to auto generate post production events or tasks.
Administration> Organizations	Grants/Restricts access to Organizations. The Organizations feature is used to define or edit the dashboard message, qualified method, the conditional checkbox, or general information about the organization.
Administration> Processing Log	Grants/Restricts access to the Processing Log. The Processing Log is updated each time new files are processed and displays any records that have not processed successfully.
Administration> Products	Grants/Restricts access to Products. Products allow you to create, edit, or deactivate products. In addition Auto-Tasks can be created, edited, or removed from products.
Administration> Profitability	Grants/Restricts access to Profitability. Profitability is an optional module that your organization can purchase.
Administration> Queues	Grants/Restricts access to Queues. Queues allow you to create or edit Opportunity, Event, Task, or Case queues.
Administration> Referral Sources	Grants/Restricts access to Referral Sources. Referral Sources allow you to create or deactivate Referral Sources.
Administration> Relationships	Grants/Restricts access to Relationships. Relationships allow you to create or edit additional account relationships in ResourceOne (NOTE: your core extracts will need to be created in the "Expanded Relationships" format).

Administration> Roles	Grants/Restricts access to Roles. Roles allow you to create, edit, or remove roles, view users of the role and define permissions for the role.
Administration> Sales Stages	Grants/Restricts access to Sales Stages. Sales Stages allow you to create or deactivate Sales Stages.
Administration> Training Modules	Grants/Restricts access to Training Modules. Training Modules allows you to create or edit training documents.
Administration> Training Scores	Grants/Restricts access to Training Scores. Training Scores allow you manually update individual scores for users.
Administration> Training Scores> Administer_Subordinates_Training_Scores	Grants/Restricts access to edit training scores for a user's subordinates.
Administration> Transfer Activities	Grants/Restricts access to Transfer Activities. Transfer Activities allow you to transfer pipelines, production (non-integrated), or lost activities (non-integrated).
Administration> Transfer Activities> Transfer_Activities_For_Subordinates	Restricts your ability to only Transfer Activities for employees they manage.
Administration> Transfer Activities> Transfer_Activities_For_All	Grants you the ability to Transfer Activities for all users of the organization.
Administration> Unmatched	Grants/Restricts access to Unmatched. Unmatched allows you to view or complete unmatched activities for users.
Administration> Users	Grants/Restricts access to Users. Users allow you to create, edit, and remove users.
Attachments	
Attachments> Allow Private Attachments	This permission either grants or restricts a user's ability to mark an attachment as "Private".

	Without this permission the checkbox is hidden.
Collaboration	
Collaboration> Calendar	Grants/restricts access to the Calendar link. Employees can manage Events and Tasks from the Calendar.
Collaboration> Events	Grants Grants/restricts access to the Events link. Employees can manage Events and Event Queues from this page.
Collaboration> Tasks	Grants/restricts access to the Tasks link. Employees can manage Tasks and Task Queues from this page.
Contacts	Grants/Restricts access to search contact records in ResourceOne using the keyword or Advanced search options.
Contacts> Manage	Grants/Restricts access to the Managed Contacts link in the Home menu. The managed contacts will be a list of contacts that employee has worked with in the past.
Contacts> Product Recommendations	Grants/Restricts access to view the recommendation snapshot window that will automatically appear for clients and prospects (when applicable).
Contacts> Profitability	Grants/Restricts access to the profitability data at the contact level.
Contacts> Related Contacts	Grants/Restricts view of the Related Contacts tab on a contact record.
Contacts> Relationship	Grants/Restricts view of the Relationship tab on a contact record. The Relationship tab will contain any opportunities, accounts, lost opportunities, or closed accounts that contact has with the organization.

Contacts> Search	Grants/Restricts access to search contact records in ResourceOne using the keyword or Advanced search options.
Dashboard	Grants/Restricts access to the dashboard widgets.
Dashboard> Cases	Grants/Restricts access to display all cases where the status is "Open – Waiting on Customer".
Dashboard> Data Review	Grants/Restricts access to display any accounts that need reviewing.
Dashboard> Organization Message	Grants/Restricts access to display messages you wish to broadcast to the organization.
Dashboard> Reports	Grants/Restricts access to display all reports that the user is able to run.
Dashboard> Tasks and Events	Grants/Restricts access to display Events, Tasks or Queues that need your attention.
Dashboard> Loan Source	Grants/Restricts access to the LoanSource application.
Dashboard> Loan Source Compensation	Grants/Restricts access to Compensation widget in LoanSource application.
Dashboard> Loan Source Compensation> Compensation Branch	Grants/Restricts access to Compensation Branch in the Compensation widget in LoanSource application.
Dashboard> Loan Source Events	Grants/Restricts access to Events in the LoanSource application. The user can Add, Edit, Delete and Mark as Occurred an event through the LoanSource application.
Dashboard> Loan Source Goals User	Grants/Restricts access to Goals widget in LoanSource application for the user.
Dashboard> Loan Source Goals User> Goals Branch	Grants/Restricts access to Goals widget for the Branch in LoanSource application.
Dashboard> Loan Source	Grants/Restricts access to Loans in Progress in the LoanSource

Loan Progress	application.
Dashboard> Loan Source Pipeline User	Grants/Restricts access to Pipeline widget in the LoanSource application.
Dashboard> Loan Source Pipeline User> Pipeline Branch	Grants/Restricts access to Pipeline widget for the Branch in LoanSource application.
Dashboard> Loan Source Production User	Grants/Restricts access to the Production widget in the LoanSource application.
Dashboard> Loan Source Production User> Production Branch	Grants/Restricts access to Production widget for the Branch in the LoanSource application.
Dashboard> Loan Source Tasks	Grants/Restricts access to Tasks in the LoanSource application. The user can Add, Edit, Delete and Complete a Task through the LoanSource application.
Dashboard> Loan Source Timeline	Grants/Restricts access to the Upcoming Activities widget in the LoanSource application.
Marketing	Grants/Restricts access to the Marketing Tab
Marketing> Campaigns	Grants/Restricts access to the Marketing Campaign features.
Marketing> Marketing List	Grants/Restricts access to the Marketing Lists features.
Notes	
Notes> Allow Private Notes	Grants/Restricts user permission to mark notes as Private. When restricted the employee will not see the Private checkbox.
Notes> Delete Notes	Grants/Restricts user permission to Delete notes they own in ResourceOne.
Notes> Modify Notes	Grants/Restricts user permission to Modify notes they own in ResourceOne.
Opportunities	Grants/Restricts access to the Opportunities tab.
Opportunities> Lost	Grants/Restricts access to Lost. The Lost link will display a user's

	lost opportunities.
Opportunities> Performance	Grants/Restricts access to Performance. Performance will display a user's summary of goals and compensation in addition to pipelines and production.
Opportunities> Performance> View_Subordinates	Grant's a user access to view the Performance page of those employees they manage.
Opportunities> Performance> View_All_Users	Grant's a user access to view the Performance page of all users in the organization.
Opportunities> Pipeline	Grants/Restricts access to Pipelines. If a user does not have access to pipelines they will be unable to view the quick link to pipelines, create pipelines, or receive a referral from another user.
Opportunities> Pipeline> View Details	Grants/restricts access to the details of pipelines. If a user does not have access to the detail they can view the opportunity but any "Product Details" will be hidden.
Opportunities> Production	Grants/Restricts access to Production. If a user does not have access to Production they cannot view the accounts owned by a customer.
Opportunities> Production> View Details	Grants/Restricts access to Production details. If a user does not have access to Production details then they can view the production account, but Product Details will be hidden.
Opportunities> Profitability	Grants/Restricts access to view the profitability data at the account level.
Opportunities> Referrals	Grants/Restricts access to Referrals. If a user does not have access to Referrals they will be unable to send referrals to other users or queues.

Opportunities> View Generic Products	This permission can be set so that a role will only be able to view Generic products when creating pipelines and referrals. Generic products are typically used to condense the product suite for those employees who may not be as familiar with all products.
Reports	Grants/Restricts view of all reports.
Reports> (Report Name)> View_All_Users	This permission is available for most of the standard reports and is accessible by selecting the plus (+) sign next to the report name. Selecting this checkbox will grant access to view the report for all users of the organization.
Reports> (Report Name)> View_Subordinates	This permission is available for most of the standard reports and is accessible by selecting the plus (+) sign next to the report name. Selecting this checkbox will grant access to view the report for any user that the employee manages.
Reports> Branch Performance	Grants/Restricts access to the Branch Performance report. The Branch Performance report summarizes the branch's goals, compensation plans, pipelines and production.
Reports> Case Comm (Case Communication)	Grants/Restricts access to the Case Communication report. The Case Communication displays the communication between contact and user in a Service Case.
Reports> Case List	Grants/Restricts access to the Case List report. The Case List report will display the details of services case created in Service Center.
Reports> Comp Detail (Compensation Detail)	Grants/Restricts access to the Comp Detail report. The Comp Detail report will display the

	details of each activity where an incentive was earned.
Reports> Comp Info (Compensation Info)	Grants/Restricts access to the Comp Info report. The Comp Info report will summarize the details of a compensation plan.
Reports> Comp Summary (Compensation Summary)	Grants/Restricts access to the Comp Summary report. The Comp Summary report will display the summary of compensation details. NOTE: this is an archived report and will not populate data until after the 5th of every month (unless otherwise modified for your organization).
Reports> Events	Grants/Restricts access to the Events report. The Events report is used to track the events scheduled by users.
Reports> Goals	Grants/Restricts access to the Goals report. The Goals report will display summary information for goals that are created in ResourceOne.
Reports> Lost	Grants/Restricts access to the Lost report. The Lost report is used to view lost opportunities or closed accounts owned by users.
Reports> Pipeline	Grants/Restricts access to the Pipeline report. The Pipeline report will display the details of pipelines created in ResourceOne. A user's pipeline is populated by opportunities referred to them or those they create themselves.
Reports> Production	Grants/Restricts access to the Production report. The Production report is used to view the details of accounts opened by users.
Reports> Referral Summary	Grants/Restricts access to the Referral Summary report. The Referral Summary report groups

	a user's referrals sent, successful referrals and production in a given date range.
Reports> Referrals	Grants/Restricts access to the Referral report. The Referral report will display the details of referrals created by users.
Reports> Tasks	Grants/Restricts access to the Tasks report. The Tasks report will display tasks created by a user.
Top Accounts by Profitability	Profitability report that will show the most profitable accounts. Only accessible when organization has the profitability module.
Top Contacts by Profitability	Profitability report that will show the most profitable contacts. Only accessible when organization has the profitability module.
Top Households by Profitability	Profitability report that will show the most profitable households. Only accessible when organization has the profitability module.
Reports> Training	Grants/Restricts access to the Training Report.
Reports> Unmatched	Grants/Restricts view of the Unmatched report. The Unmatched report will produce a list of users who have unmatched accounts.
Reports> Upsell	Grants/Restricts access to the Upsell report. The Upsell report is used to identify users who have opened more than one account for one customer in a given date range.
Resources	Grants/Restricts access to view the Resources tab.
Resources> Documents	Grants/Restricts access to view the list of documents posted in the Resources feature.

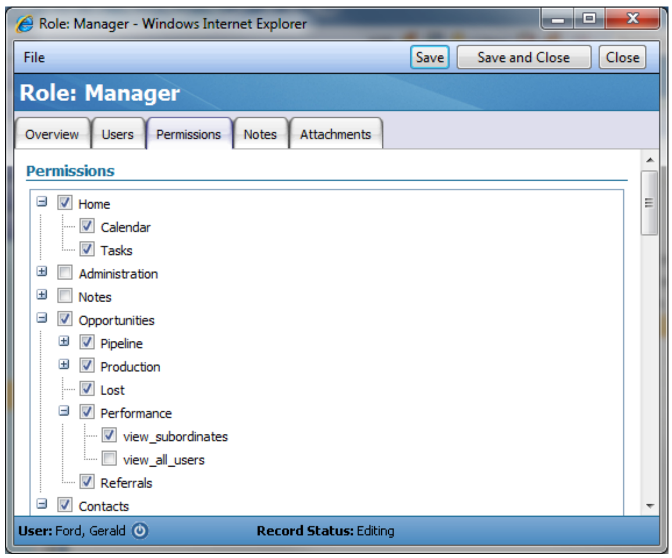
Service Center	Grants/Restricts access to the Service Center Tab.
Service Center> Cases	Grants/Restricts access to My Cases. My Cases is a managed list of service cases created by a user or referred from another user.
Service Center> Help Desk Homepage	Grants/Restricts access to Help Desk. Help Desk allows a user to generate and track Help Desk tickets.
Service Center> Help Desk> Help Desk Home Page Knowledge Base	Grants/Restricts ability to generate knowledge base articles within the Help Desk.
Service Center> Help Desk> Help Desk Home Page Tickets	Grants/Restricts ability to generate Help Desk Tickets.
Service Center> My Desk	Grants/Restricts access to Support Desk. Support Desk displays a user's goals and summarizes their monthly Top Case Categories and Case Priorities.
Service Center> My Desk> View_All_Users	Grants access to view the Support Desk of any user in the organization.
Service Center> My Desk> View_Subordinates	Grants access to view the Support Desk of any user managed by the employee.
Service Center> Knowledge Base	Grants/Restricts access to the Knowledge Base. Knowledge Base is a tool providing users a means to search for tips, guides, and documentation to perform organizational tasks, application tasks, and even submit articles to be approved by an Administrator.
Training	Grants/Restricts access to view the Training tab.
Training> Modules	Grants/Restricts access to view the modules assigned to the Training tab. The Modules are grouped by month in the application.

Training> Scores	Grants/Restricts access to view the user's training report. This feature does not grant permission to view other user's training scores.

To add or remove the rights of an existing role:

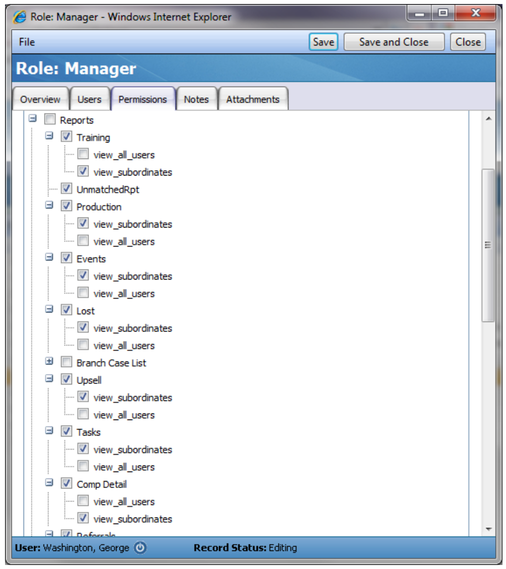
1. Under Administration, click Roles.

2. Identify which role needs to be modified and select the icon to the left of the role name. On the Permissions tab, you will see which permissions are currently granted to the role. (see screenshot on next page*)*



3. You can either grant additional access for the role by selecting the checkbox of any feature or removing access by deselecting any of the checkboxes.

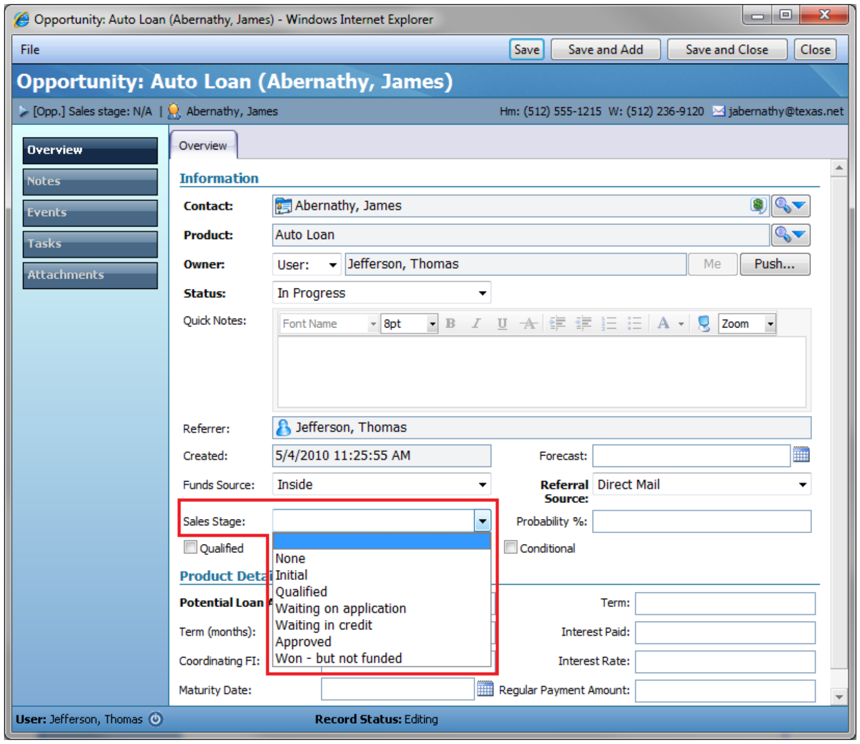
   For some features, you can view permission details by expanding the permission using the plus (+) sign. For example, many of the standard reports provide these additional options to control whether users in this role can view reports for all users, for their subordinates, or only their own information. As you can see below there is an option to "view_subordinates" or "view_all_users." If you grant the role to "view_subordinates" then a member of that role will have access to run that report on any user they manage. If you grant the "view_all_users" permission then any member of that role can run that report on any user in your organization. If neither checkbox is selected, but the role is given permission to the report then members can only report on their own information.



4. Click Save or Save and Close to save your parameter changes.

Sales Stages

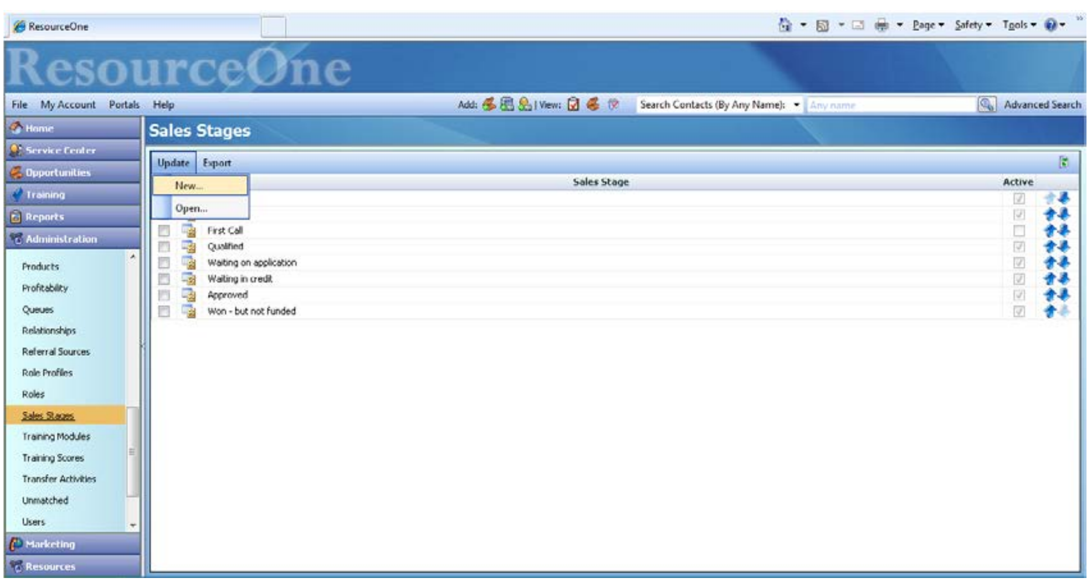
Sales Stages define where in the sales process an opportunity currently resides. These options are displayed in the Sales Stage dropdown list when you add or edit pipelines. See figures below.



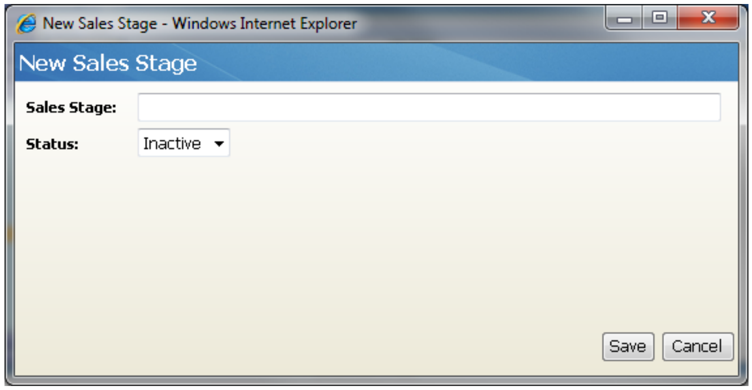
ADDING SALES STAGES

To add a Sales Stage:

1. Under Administration, click Sales Stages.
2. Select Update>New… to add a Sales Stage.



3. The following screen appears.



- The Sales Stage field is the title of the sales stage and is displayed in the dropdown list.
- Select "Active" to add to the dropdown list.

4. Click Save when you are done.

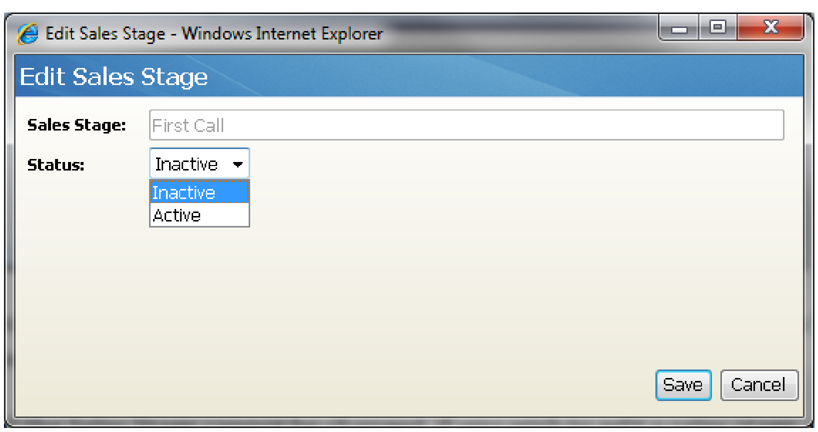
5. The Sort Order can be defined by using the up/down arrows on the right side of the screen.

DEACTIVATING SALES STAGES

1. Under Administration, click Sales Stages.

2. Click on the Sales Stage from the list that you are going to deactivate.

3. The following screen will appear.



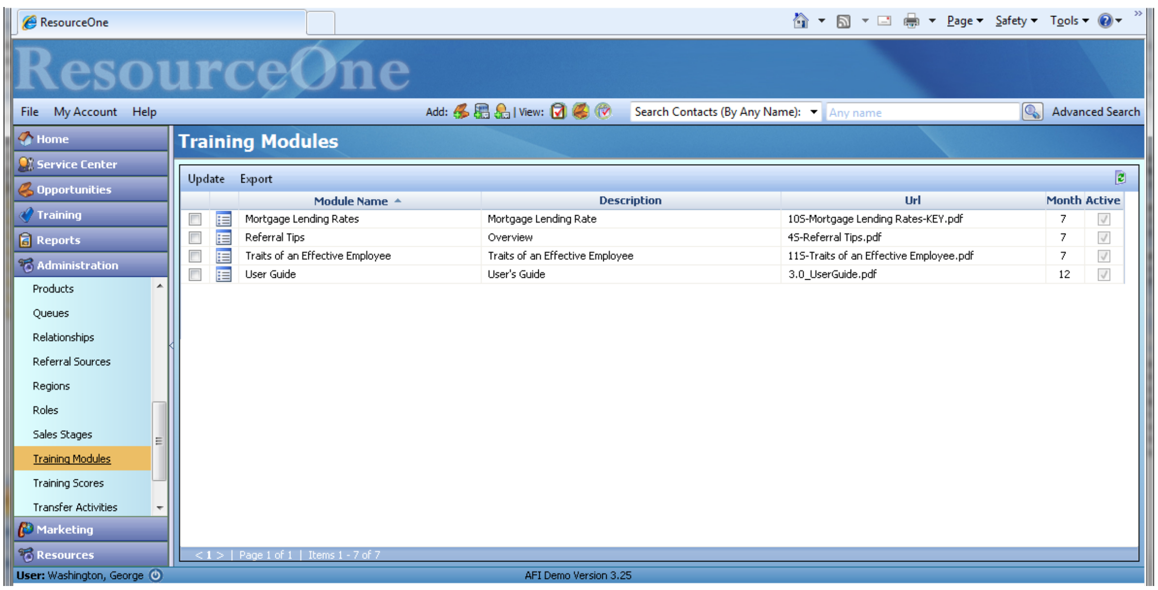
4. Select Inactive from the Status dropdown list.

5. Click Save.

The name of the Sales Stage cannot be changed. If you wish to edit a sales stage, you will need to inactivate it and add a new one. This is necessary in order to preserve historical data.

Training Modules

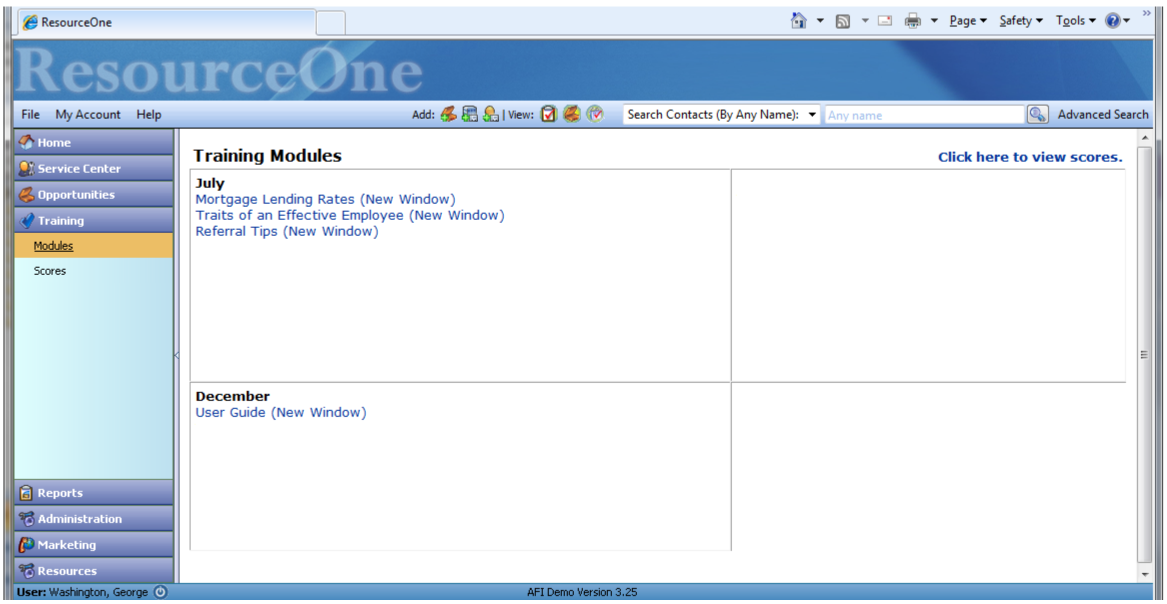
The Training feature of ResourceOne allows your organization to provide training information to your employees, and to track test scores if employees are tested on the information read. Training modules need to be stored in PDF or Microsoft Word format. Your users must have Adobe Acrobat Reader installed to read the PDF files and/or Microsoft Word installed to read the Word files.



Training Modules allows you to add and schedule a specific document in a month of the year. From this page you can add a new training module by clicking the "Add Module" button at the top of the page. Existing module details may be edited by highlighting and clicking the appropriate module row. Details that can be edited include:

- the module's Name
- description
- month in which the module will be displayed
- the filename of the module (PDF or DOC)
- whether it is active (available) to the user

If you use the training modules and a user has permissions to access them, they can be accessed by selecting “Modules” under the Training link on the left. The appropriate month and lesson can then be selected as well.



It is the user’s responsibility to click on the link, read the lesson, and learn the material. Then, if you distribute a quiz about that material (outside of ResourceOne), you can record the scores for each training module inside ResourceOne. These scores can be tabulated in a ResourceOne report and used for reward programs, employee annual reviews, etc.

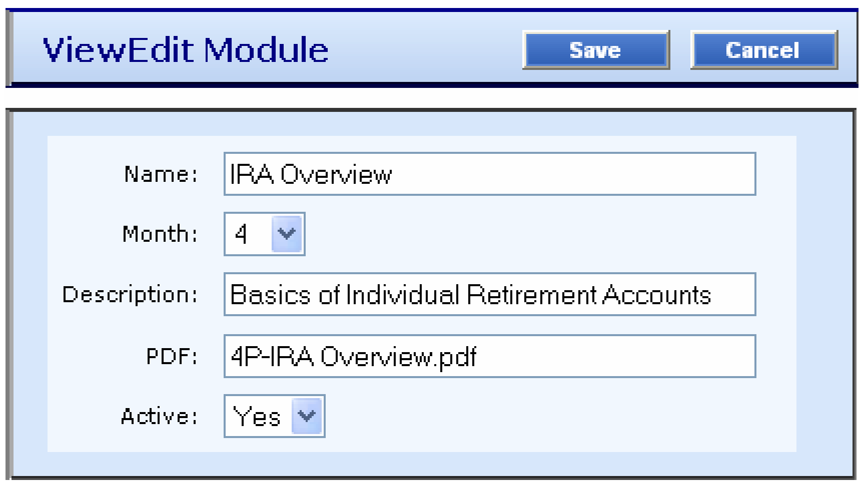
Viewing and Editing Training Module Information

A training module can be viewed and/or edited by single clicking the module name to bring up the Edit Module screen.

1. Under Administration, go to Training Modules.

2. Click on the module you wish to modify. The Edit Module screen will display.

3. You can change the name that displays to the user, the month in which it is available, the description, the file associated with the module and whether it is active or not.



4. Make your changes and click SAVE.

Adding New Training Modules

You can add new training modules with this feature. The file containing the training information must be in either .pdf format (and the users must have Adobe Acrobat installed on their machines) or in .doc format (and the users must have Microsoft Word installed on their machines).

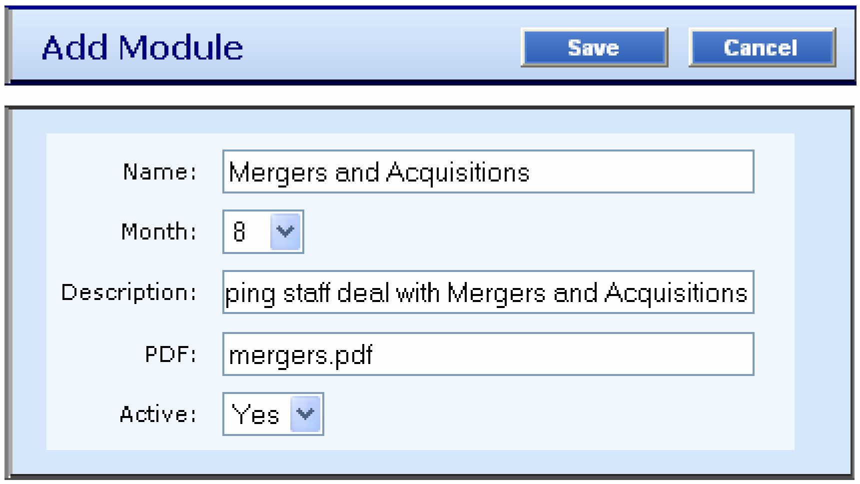
NOTE: Any file you wish to add as a training module must be stored locally on the ResourceOne server. The file location is:

\\servername\e:\www\coretrac\groups\training\modules

To add a new Training Module:

1. Under Administration, go to Training Modules.

2. Click on the Add Module button at the top of the window. This will display the Add Module screen.



3. Enter the module name. This is the name of the training module as seen by users.

4. Enter the Month – select from 1 – 12 to indicate which month the module should display on the home page to users.

5. Enter a Description –the description is only seen by the Administrator.

6. Fill in the PDF field by entering the file name with the file extension. The system was designed for PDF files, but can accept Word documents. The file must be stored at **\\servername\e:\www\coretrac\groups\training\modules**

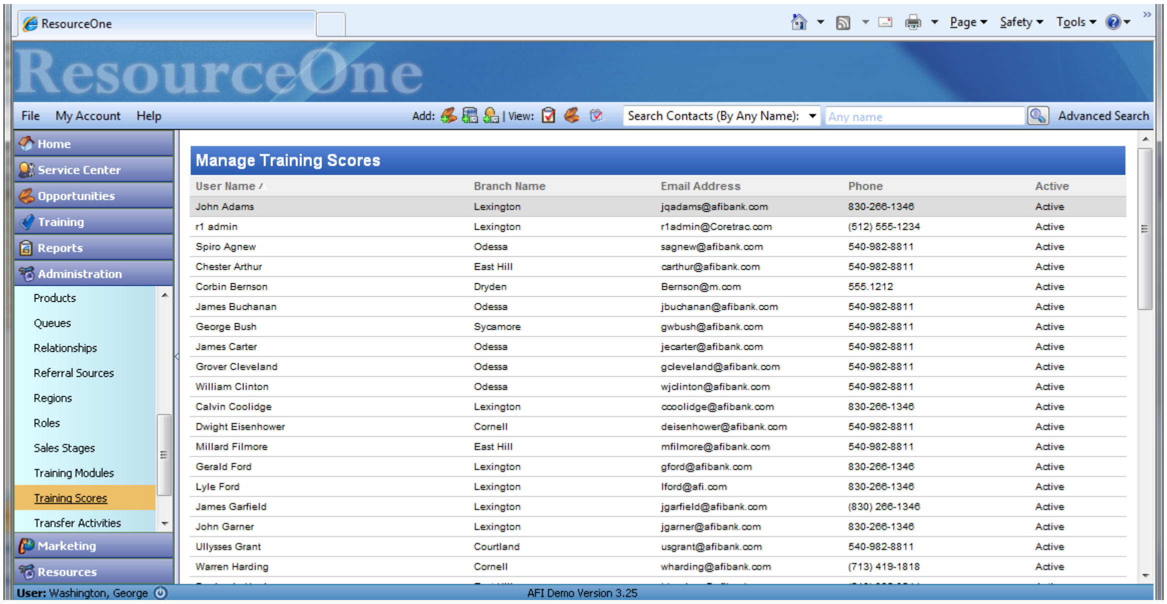
   Select Active (or Inactive) – indicate whether this module is active and therefore accessible by users in the assigned month.

7. Click SAVE.

TRAINING SCORES

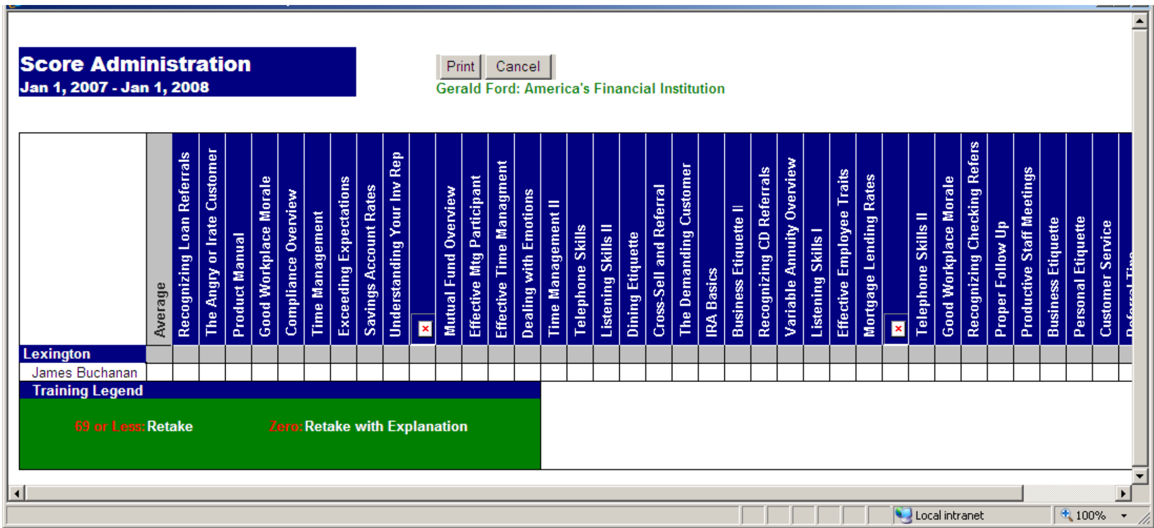
Once your users have read the training module(s) for a given month you can have them take an exam; the exam is to be created, distributed, and taken outside of ResourceOne. The exams are currently graded manually and the scores entered into the system.

Training Scores displays a list of users for which you can enter/edit training module scores.



VIEWING TRAINING SCORES

Click a user to display the user's scores for each of the user's assigned modules. You will see a blank if no score has been entered.



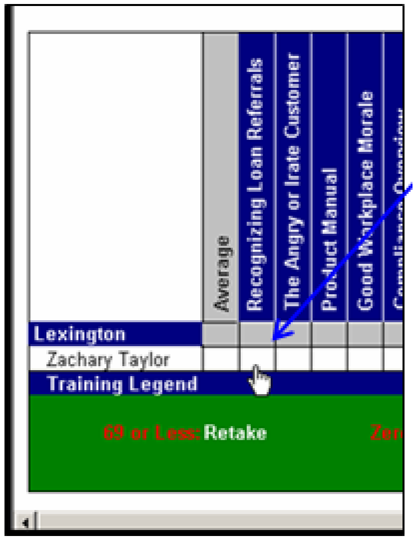
ENTERING AND EDITING TRAINING SCORES

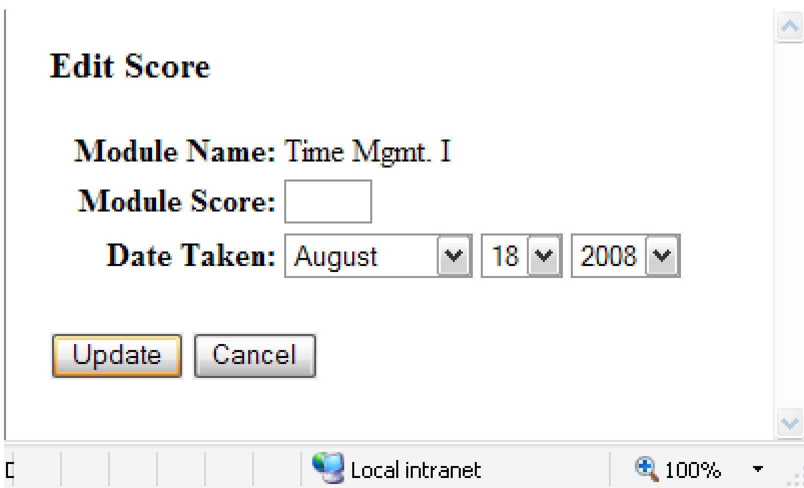
To record users' scores for training exams in ResourceOne:

1. Under Administration, go to Training Scores.

2. Click the user for whom you wish to record or edit a score.

3. Click in the white box under the module you wish to score. An Edit Score screen will display.





4. Enter the score and select the date the exam was taken.

5. Click UPDATE.

When you view the scores for this user, or run the Training Scores Report, the training score you just entered will be displayed under its module name, and will be included in the user's Training Scores average.

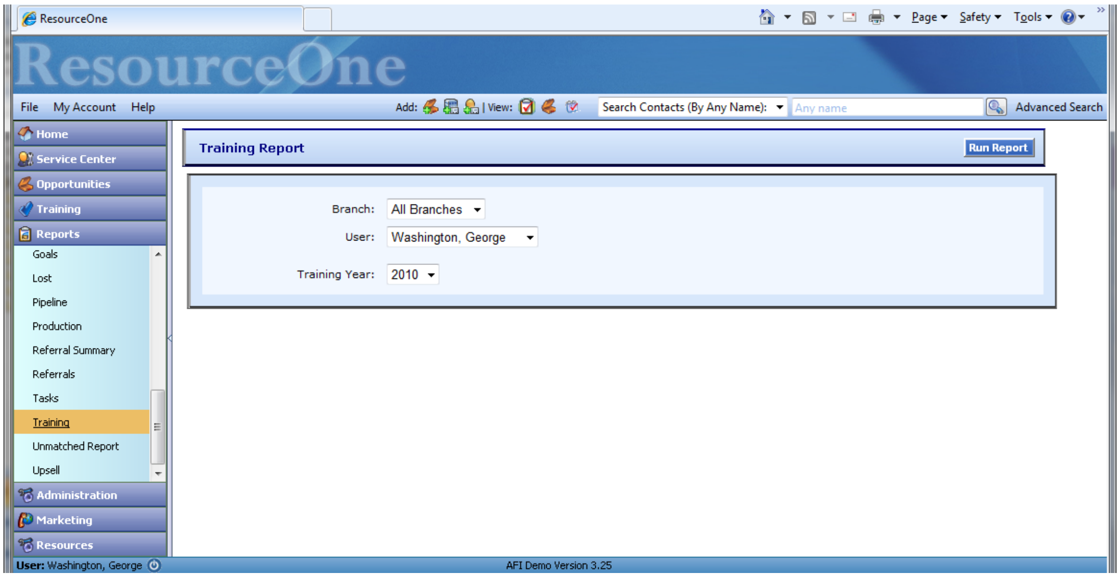
Reporting on Training Scores

To run a report on the scores you have recorded:

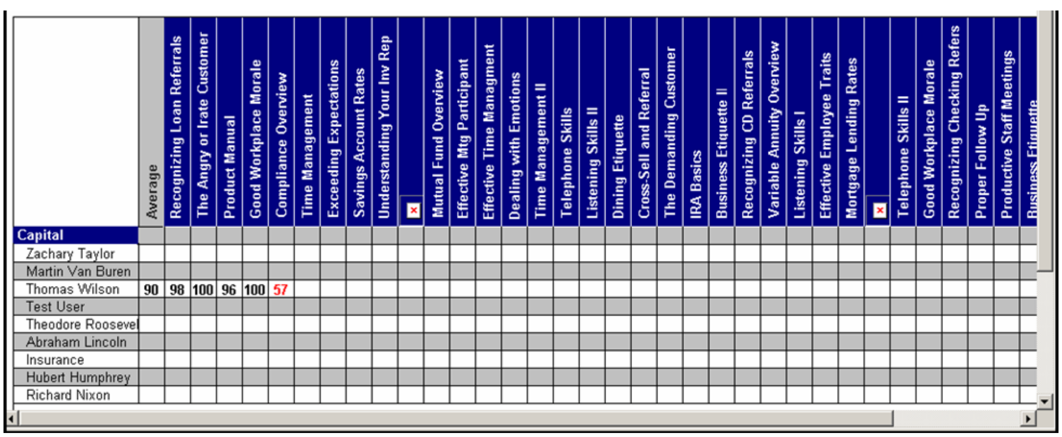
1. Under Reports, go to Training.

2. Select the branch, user, and year for which you wish to run the report.

3. Click RUN REPORT in the upper right hand section of the window.



The Training Report will display in your browser window.



	Average	Recognizing Loan Referrals	The Angry or Irate Customer	Product Manual	Good Workplace Morale	Compliance Overview	Time Management	Exceeding Expectations	Savings Account Rates	Understanding Your Inv Rep		Mutual Fund Overview	Effective Mtg Participant	Effective Time Managment	Dealing with Emotions	Time Management II	Telephone Skills	Listening Skills II	Dining Etiquette	Cross-Sell and Referral	The Demanding Customer	IRA Basics	Business Etiquette II	Recognizing CD Referrals	Variable Annuity Overview	Listening Skills I	Effective Employee Traits	Mortgage Lending Rates		Telephone Skills II	Good Workplace Morale	Recognizing Checking Refers	Proper Follow Up	Productive Staff Meetings	Business Etiquette
Capital																																		
Zachary Taylor																																		
Martin Van Buren																																		
Thomas Wilson	90	98	100	96	100	57																												
Test User																																		
Theodore Roosevel																																		
Abraham Lincoln																																		
Insurance																																		
Hubert Humphrey																																		
Richard Nixon																																		

TRANSFER ACTIVITIES

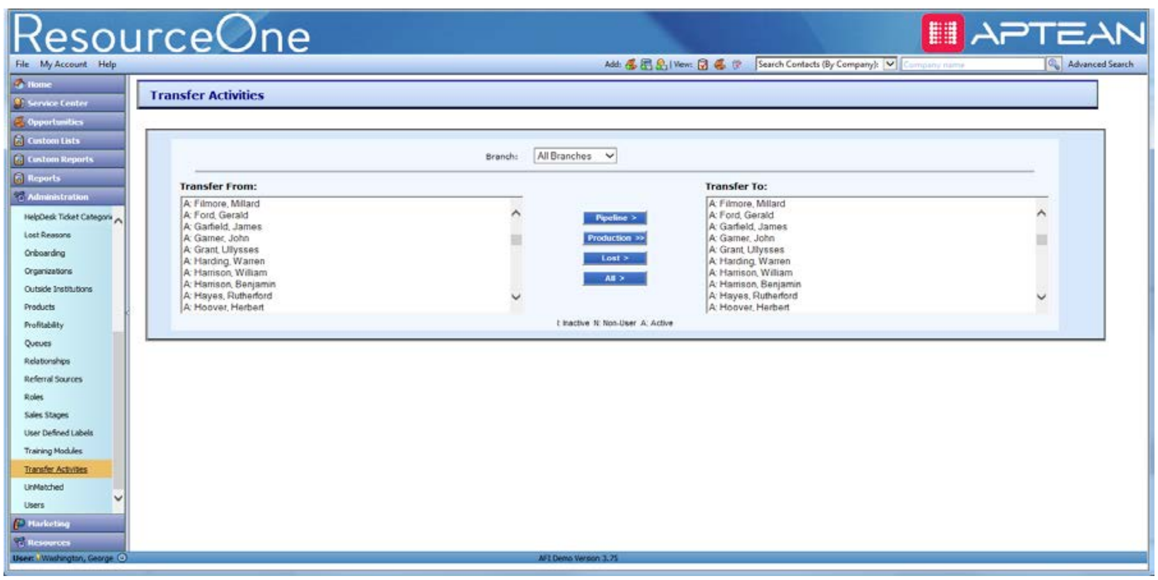
Transfer Activities allows activities of one user to be transferred to another user. For example, if one employee leaves your organization, you may want to transfer their activities to someone else to prevent those business opportunities from becoming lost.

If you try to transfer Production or Lost activities, only nonintegrated products will transfer. The reason for this is the ownership of any account (product) that is integrated to your core should be dictated by your core, and not ResourceOne.

TRANSFERRING ACTIVITIES FROM ONE USER TO ANOTHER

To transfer activities from one user to another:

1. Under Administration, go to Transfer Activities.



2. Select the branch to filter the list of users.

3. Select the user on the left whose activities need to transfer to another user.

4. Select the user on the right to whom the activities will be transferred.

5. Click on one of the activity types in the middle to select which group of activities will be transferred.

The activities are now transferred. You can repeat these steps for other activity types.

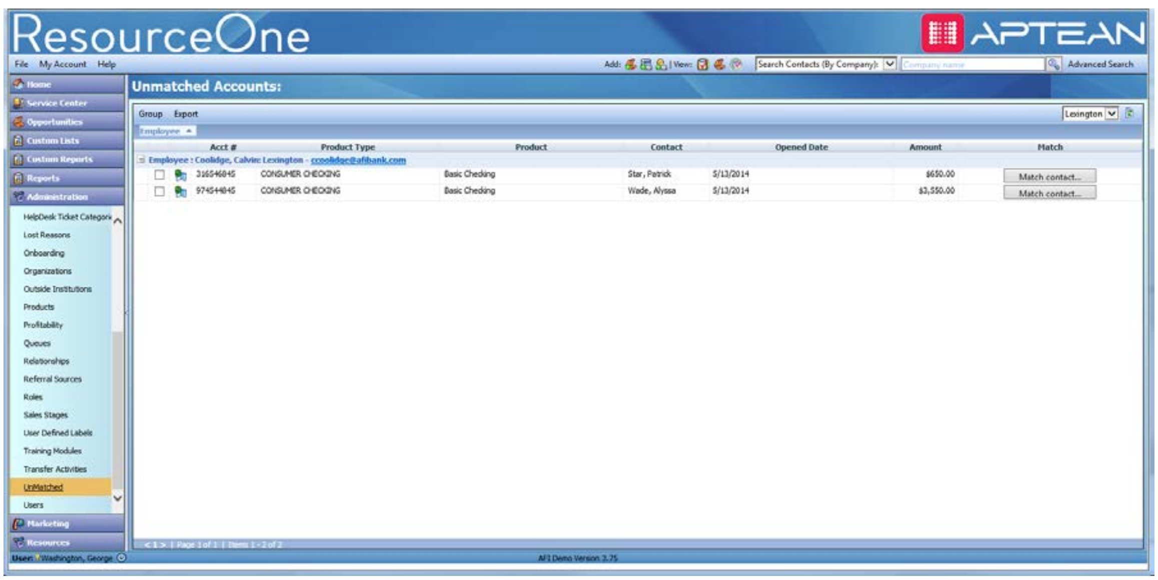
UNMATCHED

When data is uploaded into ResourceOne from your core system, any new contact or account must be matched to its corresponding prospect record or pipeline, respectively, if one exists.

Unmatched items can be viewed in two places.

1. If you are an administrator with sufficient privileges, you can view the entire list of outstanding matching items for the organization under Administration > Unmatched.
2. If you are a user, and your responsibility code is linked to a new contact/account, you can view your unmatched items in the Data Review section of your home dashboard.

This section shows the administration view of unmatched items. **Please see the separate <u>ResourceOne Matching Guide</u> for complete instructions on matching.**



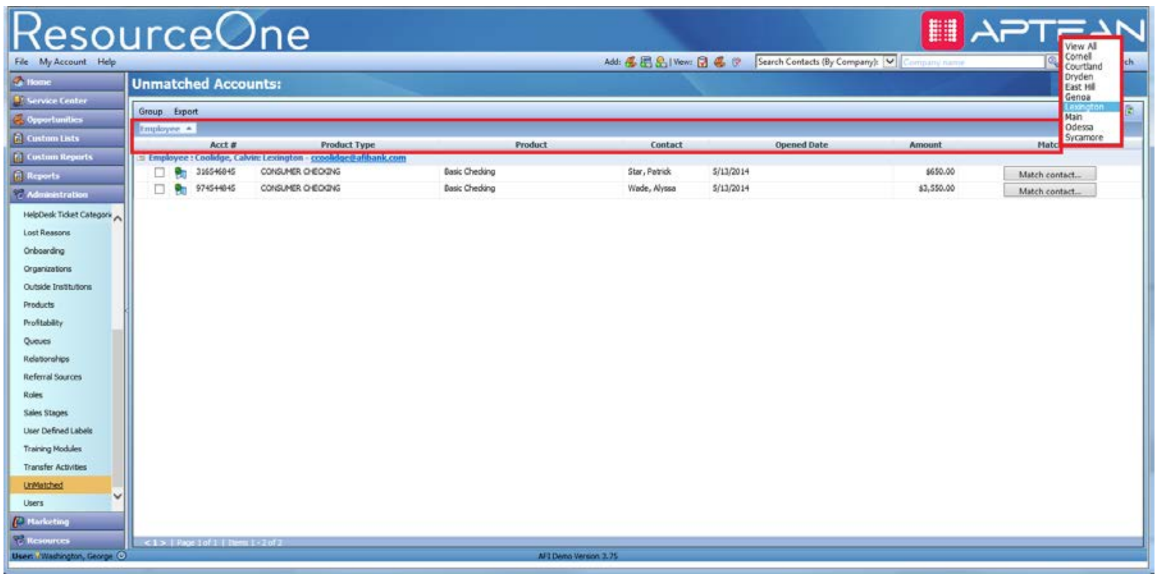
On the Unmatched screen you can see all unmatched accounts for each employee.

To Match the New Accounts:

1. Under Administration, click Unmatched.

2. Review each User with unmatched accounts. You can complete the necessary Phase I or Phase II match from this page.

This page will allow you to sort by branch using the dropdown menu in the upper right hand corner. Additional grouping options are available using the Group menu and selecting either Employee or Branch. You can also drag any column header into the top menu bar to group by that value.



From this point, please follow the **separate <u>ResourceOne Matching Guide</u> for complete instructions on matching.**

Users

In this section of Administration you can search to View, Edit, Add or Delete Users.

The main Users screen displays all users registered in ResourceOne for your organization. From this page you can add a new user by selecting the Update> "New User" menu and completing the required fields in bold type. Data for an existing user may be viewed and edited by single clicking the user name.

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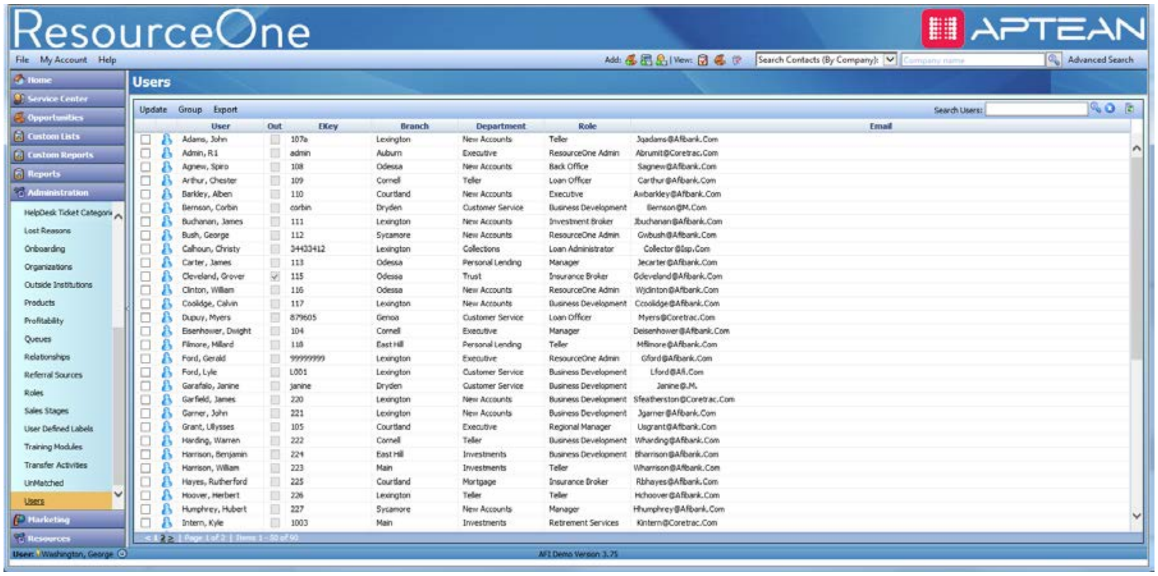
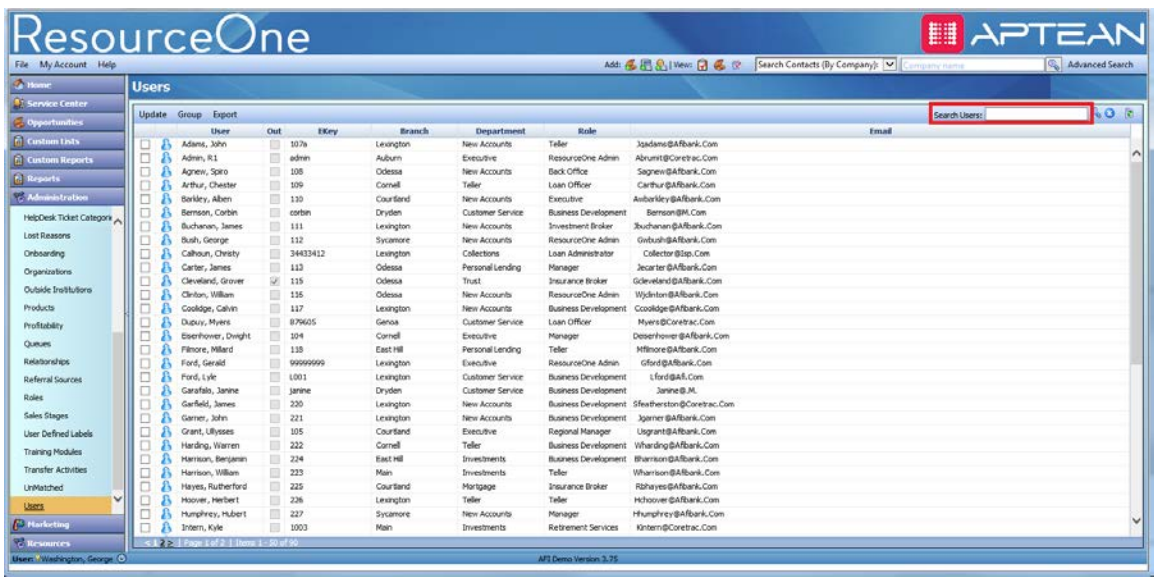


SEARCH FOR A SPECIFIC USER

Using the “Search Users” text box, you only need to enter a portion of a First or Last name and select the magnifying glass icon to search for users. The search criteria currently looks at both name and email address. To display the full list again, select the icon with the blue x.



On the main screen you will see summary information about users (employees) in the ResourceOne application. The information displayed here includes:

a. <u>The User’s Name</u>: Last name, First name

b. The User's Office Status: Indicates if the user is currently in the office or out of the office.

c. The User's Ekey: This is the unique value that defines the user record (typically an employee code, officer code, etc.)

d. The User's Branch Name: Branch assigned to this employee.

e. The User's Department: Department assigned to this employee.

f. The User's Role: Role assigned to this employee.

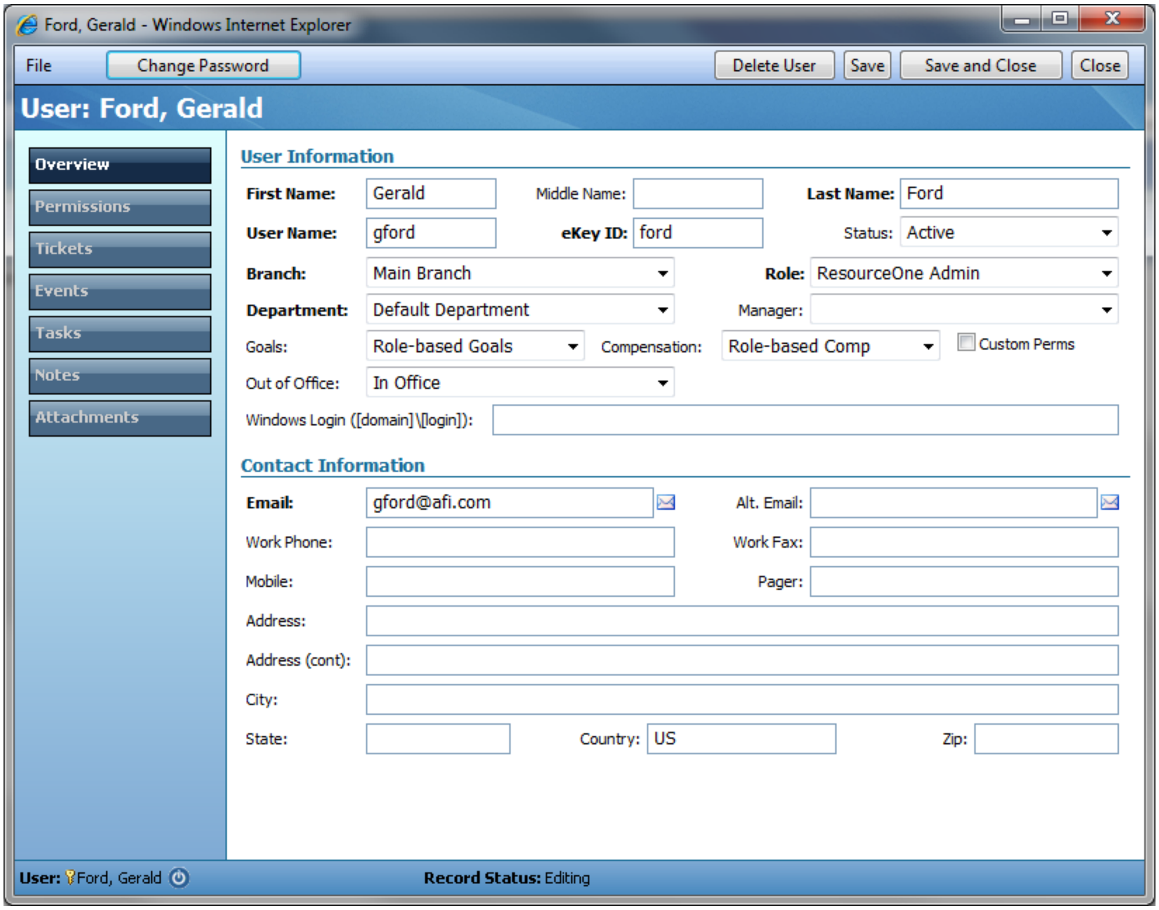
g. The User's Email Address: User's email address.

VIEWING AND EDITING USER INFORMATION

To view or edit an existing user:
A user's profile can be viewed and/or edited by selecting (with a single click) the user's name. The "Edit a User" screen will appear.

1. Click Users under Administration.

2. In the Users screen, find the name of the user you wish to modify. The names are listed in "Last, First" order, and are alphabetized by last name. A single click will bring up that user's profile screen.



3. Edit the information as needed. All **Bold** fields are required.

4. Click SAVE.

Note: The following table describes the possible impacts on a user when you change the Compensation status from one status to another:

Current Setting	Possible Choice	Actions Taken
No Comp Tracking	Role Based Comp	All Role Based Compensation plans are applied to the user based on their currently selected role.
No Comp Tracking	Custom Comp	No changes take place. When you view the user in Administration > Compensation, you will have the ability to copy another role or user's compensation plans to apply to this user (as a means of saving time)

		or you can create compensation plans designed for the user.
Role Based Comp	No Comp Tracking	The user's compensation plans will be deleted. If this user has historical records for previous months, you will be given the chance to preserve these historical records for reporting purposes. If you choose to preserve, all compensation plans with preserved historical data are deactivated; any plan that has no historical data is deleted.
Role-Based Comp	Custom Comp	The user's compensation plans will be deleted. If this user has historical records for previous months, you will be given the chance to preserve these historical records for reporting purposes. If you choose to preserve, all compensation plans with preserved historical data are deactivated; any plan that has no historical data is deleted.
Custom Comp	No Comp Tracking	The user's compensation plans will be deleted. If this user has historical records for previous months, you will be given the chance to preserve these historical records for reporting purposes. If you choose to preserve, all compensation plans with preserved historical data are deactivated; any plan that has no historical data is deleted.
Custom Comp	Role Based Comp	The user's custom compensation plans will be deleted. If this user has historical records for previous months, you will be given the chance to preserve these historical records for reporting purposes. If you choose to preserve, all compensation plans with preserved historical data are deactivated; any plan that has no historical data is deleted. All Role Based Compensation plans are applied to the user based on the role currently assigned.

ADDING A USER

There are three different types of users in ResourceOne: Active, Inactive, and Nonuser:

- **Active** – This user has the ability to log in and use the features of ResourceOne based on the permissions you set. An Active user can also be assigned activities by other Active Users.

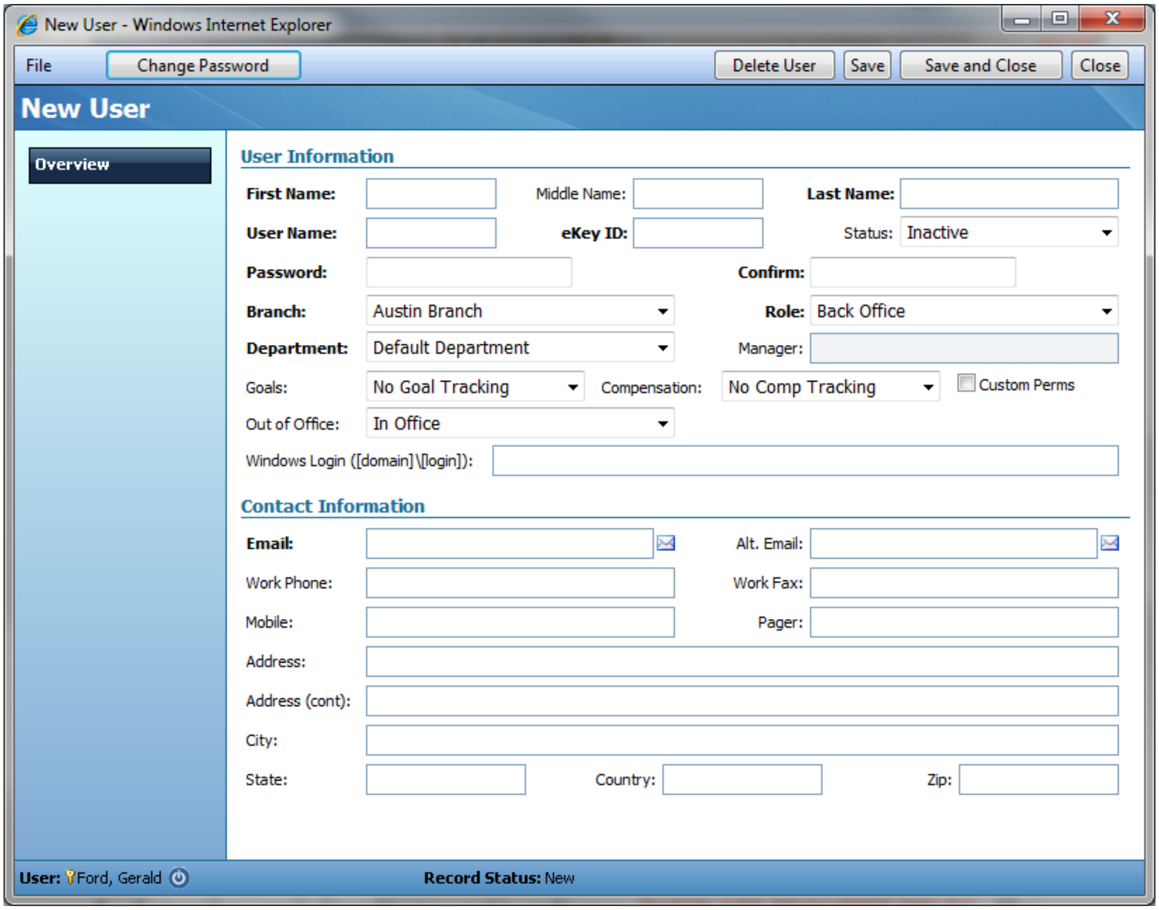
- **Inactive** – This user is a former employee of the company; someone who is no longer with your organization. Although you can delete a user from the system it is recommended that the user is set to inactive unless that user's responsibility code is removed entirely from the core systems extract files. Any accounts or records in the core system with the responsibility code of the deleted user will not be recognized and those accounts or records will fail to process into ResourceOne. Inactive users will not be able to log into the system or to have any new activities assigned to them.

- **Nonuser** – This is for users who are employed at your institution but will not be using ResourceOne. Nonusers cannot log in to ResourceOne. The purpose of this designation is to allow the accounts linked to the responsibility code of a Nonuser to skip the daily matching process and go directly into the ResourceOne database. If they are not using ResourceOne, then there are no pipelines to match to accounts. This is intended to save you time. **Please do not make someone a nonuser if a pipeline could exist for the account linked to the employee's responsibility code**.

To add a user:

1. Click Users under Administration.
2. In the Update menu, select "New User…"
3. The *Add a User* screen will appear, allowing you to enter the appropriate information.

***NOTE:** All **bold** fields are required.*



4. Enter the user's First Name and Last Name. **THESE ARE REQUIRED FIELDS.** The Middle Name or initial is not required.

5. Enter a user name that will be used to login to ResourceOne. The username must be unique for each user. **THIS IS A REQUIRED FIELD.**

6. Enter the ExternalKey_ID. This is the unique identifier used in your host system for this employee. Most organizations input the user's responsibility code in this field. **THIS IS A REQUIRED FIELD.**

7. Choose the User Status for this user. The choices are: Active, Inactive, or Nonuser. An explanation of each status can be found on the previous page. **THIS IS A REQUIRED FIELD.**

8. Enter a password for which this user will login to the ResourceOne application. Passwords must be at least 8 characters in length and must be alpha numeric. You will also need to Confirm this password using the "Confirm" text box. **THIS IS A REQUIRED FIELD.**

9. Select the Branch where this user is physically located. This field contains a drop down list of all branches which have been set up for your organization through the Branches feature. **THIS IS A REQUIRED FIELD**.

10. Select a Role for the user. This will establish the basic permissions assigned to this user in ResourceOne. This field is a drop down box containing a list of all the roles which have been set up for your organization through the Roles feature in ResourceOne. **THIS IS A REQUIRED FIELD**.

11. Select the Department where this user works. This field is a drop down box containing a list of departments which have been set up for your organization. **THIS IS A REQUIRED FIELD**.

12. Select the Manager to whom this user reports. This field is a drop down box containing a list of all the Active Users currently set up in ResourceOne. The manager cannot be defined until the user record is saved.

13. The Goals Status designates whether the user is using Role based goals, Custom goals, or No goals tracking at all. For more information on Goals in ResourceOne please visit the "Goals" section of this guide.

14. The Compensation status designates whether the user is using Role based compensation plans, custom based compensation plans or no compensation tracking at all. For more information on Compensation in ResourceOne please visit the "Compensation" section of this guide.

15. The Custom Perms checkbox indicates if this user has modified permissions outside of their assigned role. Once the user record has been created, if you need to grant or restrict permissions for this user you can select the checkbox, Click SAVE and then using the Permissions tab on the left identify which custom permissions should be assigned for this user. Using the custom permissions functionality will remove this user from any future Role modifications as they are no longer part of the role, so these users will need to be manually updated. For more information see the following section "User Permissions."

16. Office Status dropdown allows you to set the user to "Out of Office" or "In Office." This needs to be completed by an Administrator only if the employee cannot access the software.

17. Enter the user's Windows Login. This is for organizations using Single Sign On (SSO) only. When the users click on a ResourceOne link or shortcut they will be

automatically logged into ResourceOne. This must apply to all users or no users. The format will be Domain\Username.

18. Enter the user's Email address. **THIS IS A REQUIRED FIELD**.

19. Enter the user's Alternate Email Address.

20. Enter the user's Work Phone.

21. Enter the user's Work Fax.

22. Enter the user's Mobile Number.

23. Enter the user's Pager.

24. The user's Street Address in the Address field will automatically update to the address of the current branch selected for this user.

25. Enter additional address information for the user in the Address (cont.) field.

26. The user's City will automatically update to the city of the current branch selected for this user.

27. The user's State will automatically update to the state of the current branch selected for this user.

28. Select the user's Country.

29. The user's Zip Code will automatically update to the zip code of the current branch selected for this user.

When you have finished entering all the appropriate information, click SAVE. You will now be able to see your new user in the Users screen.

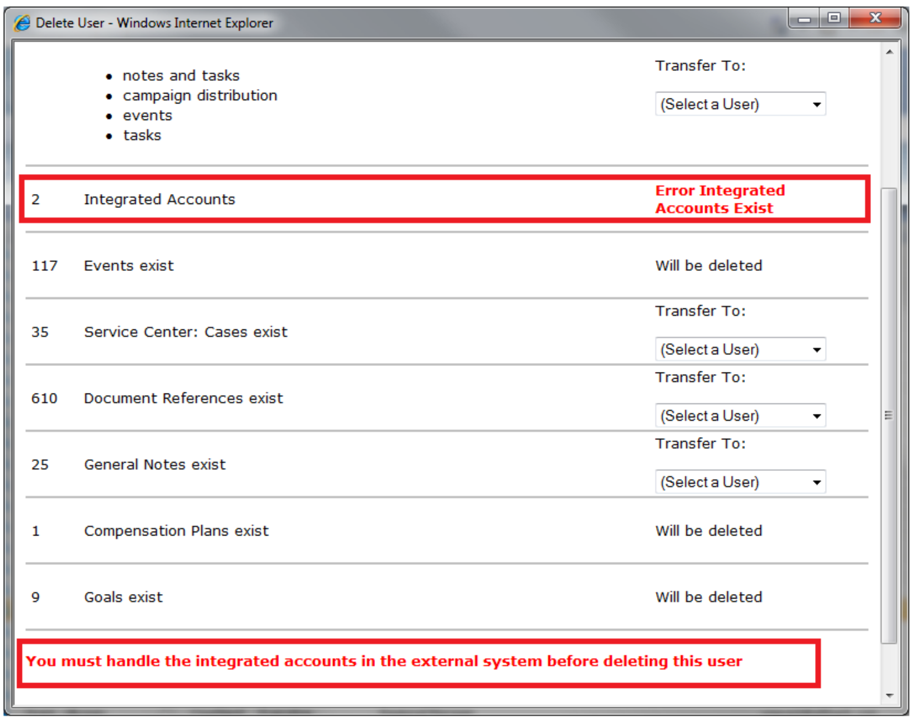
Deleting a User

A user's profile can be deleted by opening the user's page and pressing the Delete button at the top of the Edit User page.

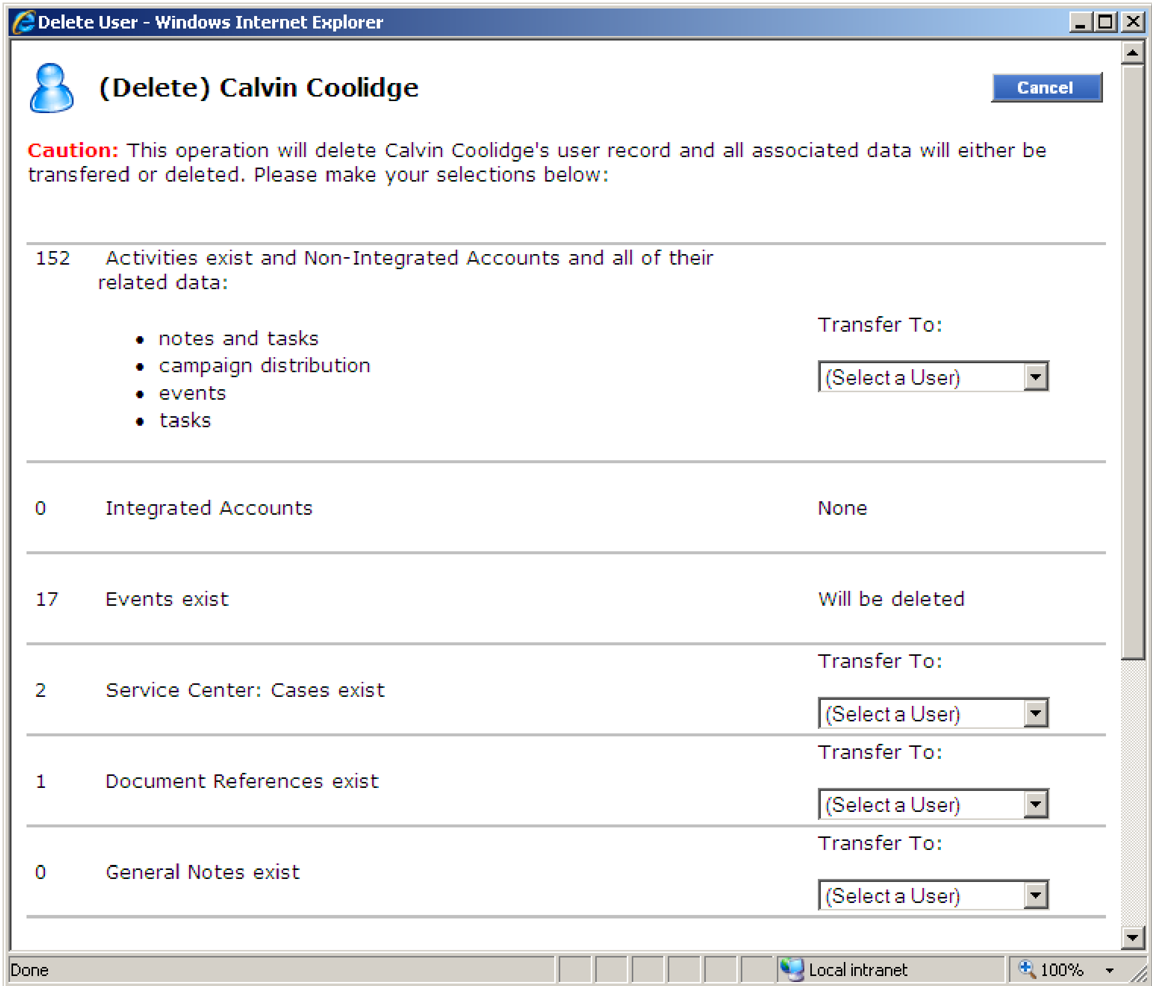
NOTE: Please read each item below carefully prior to removing any user.

1. All accounts that are associated with this user's responsibility code (ExternalKey_ID) will no longer have a known user assigned to them.

2. **Prior to deleting a user,** all Production will need to be reassigned to another user <u>on the Core</u>. If you attempt to delete a user with integrated accounts assigned to their officer code you will see the following image. Notice below this user has 2 accounts on the core that need to be reassigned before ResourceOne will allow you to remove this user record.



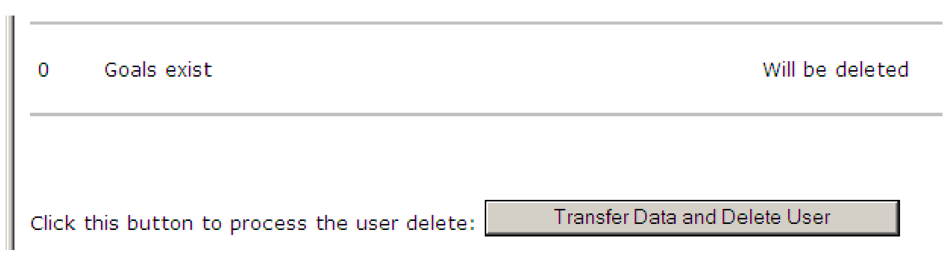
The delete user page allows administrators to transfer or delete all activities and associated data with that user.



To transfer activities or associated data:

1. Select the user that you would like to transfer the activities to in the "Transfer To" drop down box.

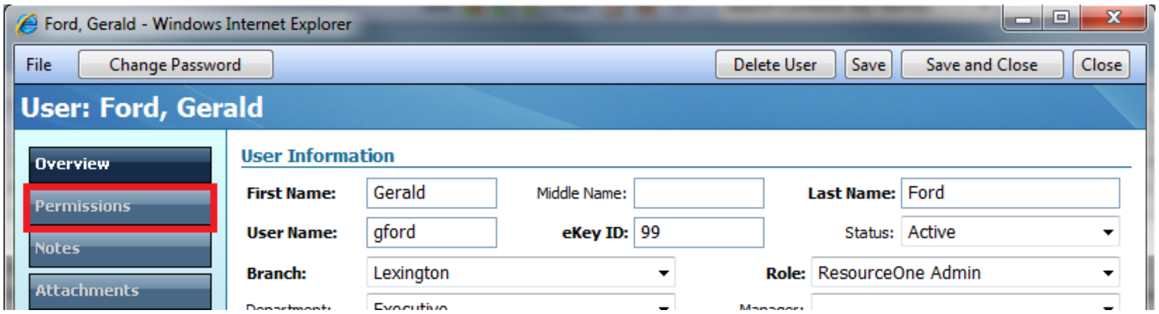
2. Once you have selected all of the users to transfer to click the "Transfer Data and Delete User" button at the bottom of the page.



User Permissions

User Permissions allow you to modify the default rights of a role for a particular user without affecting the rights for other users in the same role.

NOTE: Once an individual user’s permissions have been edited that user then has Custom Permissions. Any changes to the user's assigned role will not be reflected to this user.



Viewing and Editing User Permissions

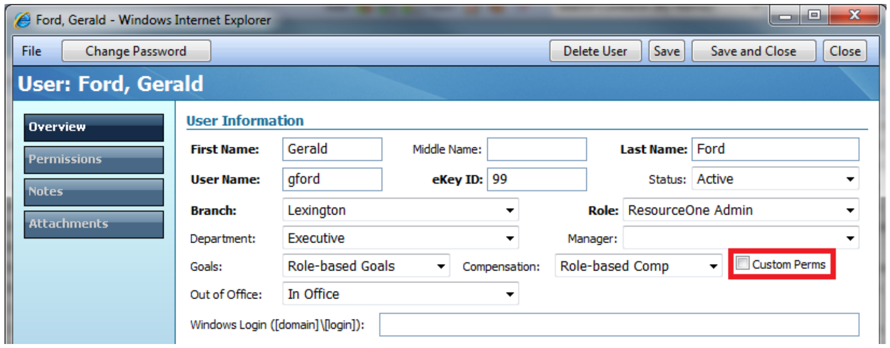
In the Users feature of ResourceOne, you can view and edit the specific permissions assigned to a specific user. The user is initially assigned a role with a set of default permissions. (Roles are created in the Roles feature of ResourceOne. See the section Roles to learn more.)

Once the role has been assigned, the rights associated with that role (the Role Permissions) are now associated with the user. Using the Permissions tab in the user’s record you can add rights to a user’s default permissions or remove rights from the user’s list of permissions.

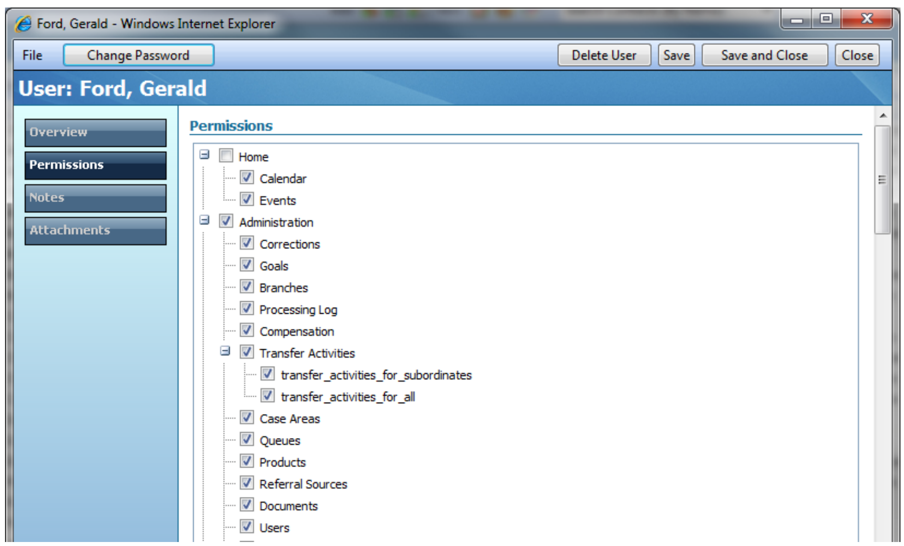
To add or remove the rights of an individual user:

1. Under Administration, click Users.

2. Select the correct employee from the list of users. To modify the user permissions you will need to first select the “Custom Perms” checkbox and select Save.

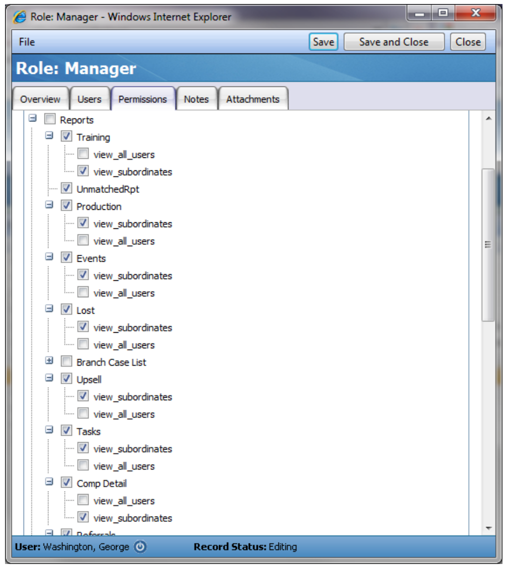


3. On the left side you will find a *Permissions* tab. The permission hierarchy will display, and any checkbox currently selected identifies an existing role permission.



4. You can either increase rights for the user by selecting the checkbox of additional features or restrict access by deselecting any checkbox.

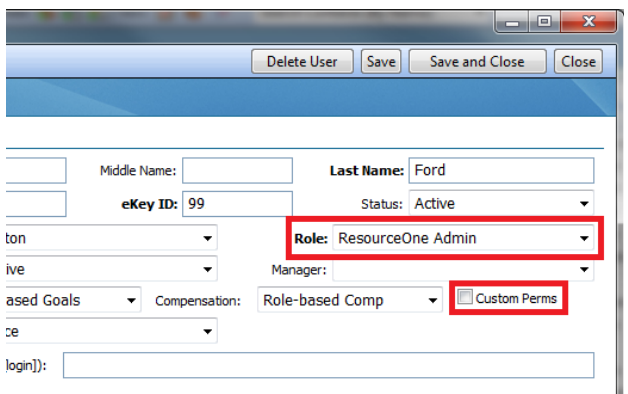
   For some features, you can view permission details by expanding the permission using the plus (+) sign. For example, many of the standard reports provide these additional options to control whether this user can view reports for all users, for their subordinates, or only their own information. As you can see below there is an option to “view_subordinates” or “view_all_users.” If you grant the user “view_subordinates” then they will have access to run that report on any user they manage. If you grant the “view_all_users” permission then they can run that report on any user in your organization. If neither checkbox is selected, but the user is given permission to the report then they can only report on their own information.



5. Click Save or Save and Close to save your user permission changes.

Restoring Default Role Rights

If you decide to restore the default rights of a role to the user, verify that their current role is correct. Then, you will need to deselect the "Custom Perms" checkbox and select Save.

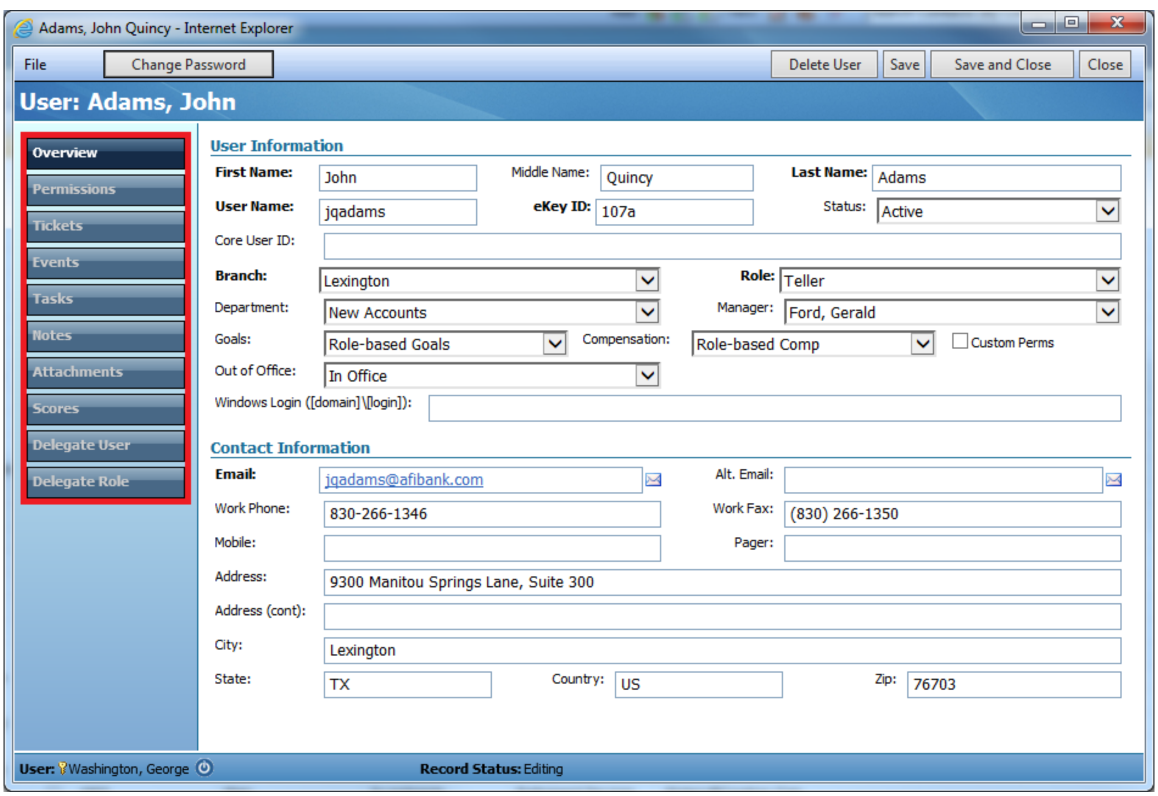


Additional User Record Options

Along the left hand side of each user record you will find the following options:

- **Tickets –** these help desk tickets are owned by the employee and can be viewed in this section of the user record or when viewing Help Desk>Tickets.

- **Events –** these are events for the employee and can be created from the calendar, the Events list or by selecting “My Account” and choosing Event. These events are not associated with any client, prospect, opportunity or account within ResourceOne.
- **Tasks –** these are tasks for the employee and can be created from the Tasks list or by selecting “My Account” and choosing Task. These tasks are not associated with any client, prospect, opportunity or account within ResourceOne.
- **Notes –** these are notes for the employee and can be created by selecting “My Account” and choosing Note. These notes are not associated with any client, prospect, opportunity or account within ResourceOne.
- **Attachments -** these are attachments for the employee and can be created by selecting “My Account” and choosing Attachment. These attachments are not associated with any client, prospect, opportunity or account within ResourceOne.
- **Scores –** these are scores entered for the user based on exams completed for any documentation listed in the Training Module.
- **Delegate User-** these are users that this employee can “manage” through delegate rights.
- **Delegate Role -** these are roles that this employee can “manage” through delegate rights.



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